

## Director, Customer Service

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Company: Balfour

Location: Merida

Category: other-general

### POSITION Summary:

Direct and coordinate activities of the global customer service team, ensuring that customers receive the best service possible and coordinates the department's activities with other company functions such as billing, manufacturing, production control, sales, shipping, etc.

### Essential POSITION Functions:

Direct and coordinate the daily work and training of customer service representatives and order entry clerks ensuring that work in process progresses according to schedule and that customers inquiries, requests and complaints are properly handled.

Prioritize work and resources, monitor performance to ensure that assignments are completed, schedules are met, and quality customer service is delivered.

Complete manager roles to include adhering to company policies, performance reviews, and partnering with Human Resources team for hiring and separation of employees as needed.

Produce regular KPIs, metrics as required by leadership.

Partner as requested with functional teams to ensure customer service information flow and resources are appropriately aligned to support the Company goals.

Work effectively with all peers and the board/stakeholders Commercial and Finance, Marketing, Operations to negotiate and influence customer improvements.

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Partner with Client relations to optimize existing Client profitability through business planning and collaboration and deliver increased revenue streams.

#### EXPERIENCE/EDUCATION

Extensive experiencing of managing operational customer service teams

Strong strategic and customer focus with a clear understanding of the wider issues impacting the relevant markets.

Proven management and/or relationship management experience at a senior, strategic level role.

Established track record of exceeding targets, KPI's SLA's, in a quality led, legislative compliant environment.

Able to develop strategy and make recommendations.

Excellent communication and negotiation skills.

Able to adapt and succeed in a changing environment.

Evidence of well-developed leadership skills.

Bachelor's degree in business administration or related field

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