



## **Customer Care Manager – Vista, Ca**

At Solatube International, Inc., we pride ourselves on manufacturing the world's #1 Tubular Daylighting Device. Our ability to accomplish this goal is based primarily on the people we hire. We look for adaptable, self-motivated, passionate, creative team players. If this sounds like you, why not bring your talents and skills to Solatube International, Inc.?

We are in search of a Customer Care Manager who will work out of our corporate office in Vista, Ca. This is an excellent opportunity for a motivated individual who consistently seeks personal challenges and professional rewards. Solatube International, Inc. offers a unique environment that fosters individual growth and rewards performance. You'll be surrounded by people who are passionate about what they do.

In this position, you will foster an environment of continuous improvement while developing and inspiring the Customer Care Team to improve performance in a way that creates an excellent customer experience. The Customer Care Manager will help generate sales growth and support sales initiatives by leading, developing, implementing and reporting data on sales promotions and lead generating campaigns.

### **Responsibilities:**

- Responsible for coaching and developing team members in all areas of performance including, but not limited to metrics and behaviors related to the customer experience
- Coaching and development activities to include:
  - Listening to individual calls and providing feedback/coaching
  - Facilitating one-on-one (weekly/monthly) coaching sessions with CSR to discuss achievement levels and goals to assigned team
- Develop and streamline systems to increase productivity and accuracy in the Customer Care Team by providing effective sales tools, training, and technical support
- Develop, execute, track and monitor sales promotions, and other related activities to generate sales growth
- Resolve interdepartmental issues in a timely manner
- Oversee order management and Return Material Authorization (RMA) process
- Maintain call center systems and staffing requirements
- Create and provide reports to sales departments, anticipating information of value and offering reporting options

### **Requirements:**

- Degree in business or marketing or 3-5 years of related Call Center experience
- Minimum three (3) years in sales coordination/administration
- Excellent ability to prioritize
- Excellent communication, organizational and mathematical skills
- PC Competent including MS Office Suite, Salesforce.com and Syspro
- Team player and customer service dynamo

### **Benefits:**

We offer growth potential for motivated professionals, great compensation, and full benefits including matching 401k, bonuses based on individual performance, dental insurance, medical insurance, pre-tax accounts for health care, paid sick time, and paid company holidays.

\* Solatube International, Inc. is an Equal Opportunity Employer. Employment contingent upon successful completion of background investigation. Drug-free work environment. Only candidates whose profiles closely match requirements will be contacted during this search.