



CUSTOMER SERVICE SUPERVISOR: Job Description



ROLE OVERVIEW:

To provide customer service support and direction to our growing business unit, we are looking for a customer service supervisor to join our team. In this role you will be providing customer service ownership at a business unit level which includes the leadership of 1-3 staff members, weekly reporting to your Operations Manager and monthly reporting to national stakeholders. The role will be responsible for project ownership of efficiency, quality and process improvement initiatives that will enhance the productivity of our business unit and quality of customer experience, and it will play a critical role in team-building, morale and smooth flow of our business unit operations.

An essential service provider to Healthcare, Daniels Health was founded with the vision of “making healthcare safer” – and for the last 20 years in the United States we have achieved this through innovative safety products and clinically-focused waste services that lead the industry. This is our “why”, our “how” is delivering the highest standard of service we can, which is why we’re looking to strengthen our Customer facing team. The candidate we’re looking for is someone who takes full ownership of our customer portfolio and is capable of leading and developing others. The role demands someone with the ability to work across all levels of our business, including operations, logistics, sales and compliance, and drive quality customer outcomes through stakeholder leverage. In short, this is not going to be a boring, routine or predictable role! You will be working across many moving parts.

WHAT YOUR ROLE WILL INVOLVE:

This role would perform, lead and delegate the following responsibilities to ensure plant performance targets are achieved with an engaged and high performing team:

- ✔ Leading a team to drive a high standard of customer interactions issue resolution, proactive communications, and customer satisfaction (across all stakeholders from hospital support contacts through to primary care facility business owners)
- ✔ Effectively delegating tasks and project ownership to team-members in a timely manner and holding yourself and your team members accountable to targets and dashboard metrics
- ✔ Report, investigate and resolve (where applicable) customer requests and complaints via Salesforce ensuring a high degree of accuracy and timeliness in reporting and issue escalation
- ✔ Monitor and drive accountability for Salesforce reporting, detail and accuracy

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- ✔ Creates and ensures all driver manifest for customer routes are accurate, and verifies that relevant certificates, regulatory documents and customer information is accurate and submitted on time.
- ✔ Provides daily reconciliation of weight/scale ticket review to validate reporting accuracy.
- ✔ Ensures all regulatory and customer processes are completed on time.
- ✔ Translate customer changes with production (physical communication on production floor)
- ✔ Work closely with our Operations Manager and Transport Supervisor to ensure timely and efficient delivery is being met at all customer locations, and driving process improvements where gaps are identified. Monitoring required include:
 - *Customer manifest accuracy and filing*
 - *Reviews mileage against daily schedule*
 - *Daily production scheduling workflow*
 - *Current Stock inventory levels and forecast stock requirements*
 - *Customer account installation paperwork, scheduling, stock and logistics/service coordination is all executed on time*
 - *Support with routing and rerouting of our trucks on a daily/weekly basis including the setup of new customers*
 - *Liaising with your team, customers and Operations Manager, as well as other department stakeholders on account changes (billing, sales and logistics)*
- ✔ Generate reports on an as needed basis for the leadership team, and provide direct reporting to the operations manager on key metrics, customer complaints, issue resolution and team KPI's
- ✔ Constantly look for new ways to improve customer and administrative processes and drive business-unit-level ownership of process improvement initiatives
- ✔ Perform all necessary support functions with staff to include accurate payroll and timekeeping, vacation approvals, new hire paperwork, regulatory compliance paperwork, and assist in the coordination of applicable training programs
- ✔ Provide project and KPI accountability for team members and facilitate task and performance management discussions to strengthen the quality and timeliness of team deliverables

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Job Description Continued....

WHO ARE WE LOOKING FOR?

An individual who is passionate about leveraging teams and processes to strengthen customer relationships and deliver a high-standard of customer experience. Working with different stakeholders to ensure seamless service quality, timeliness and reliability across the full cycle of our customer interactions, the ideal candidate will have self-drive, problem-solving initiative, strong communication skills, total ownership of a customers' satisfaction levels, and the ability to support and motivate team members. Here's some of the skills and attributes that would make you a great fit candidate:

- ✔ Self-motivated to problem-solve and leverage a team to deliver the highest standards of customer experience and issue resolution
- ✔ Relationally driven, you will enhance and strengthen relationships and drive a business unit and team culture focused on customer service excellence
- ✔ Comfortable with facilitating team member conversations about work direction and priorities, performance and providing real-time constructive feedback to optimize team skills, confidence and efficiencies
- ✔ Demonstrates common-sense judgment and a disciplined attention to timeliness and urgency when it comes to resolving customer issues
- ✔ Ability to lead and motivate a team while modeling a strong code of ethics and respect for others
- ✔ 2+ years of administrative and customer service supervisory experience within retail, hospitality or corporate will be considered
- ✔ Demonstrated competence in leading a team and driving performance management initiatives
- ✔ Advanced computing skills (Microsoft office suite etc.)
- ✔ Salesforce experience would go a long way!
- ✔ Good communication skills both written and verbal with record-keeping discipline
- ✔ Ability to work weekends, holidays or flex hours as needed by production demands
- ✔ Proven experience in self-initiating and driving performance-enhancing initiatives

WHO ARE WE? WHY WOULD YOU WANT TO JOIN US?

We are a healthcare service company providing safety systems and medical waste collection for hospitals, medical centers, surgical centers, nursing homes and an array of customers within the healthcare setting. Our focus is delivering quality and safety-focused medical waste management services that reduce needlestick injuries, positively impact infection control and reduce environmental burden. Underpinning all of our services is a focus on supporting our customers to do what they do best – deliver excellent patient care.

We are a growing company with endless possibilities for growth; you will not feel stuck in your position. Daniels Health offers support and training for those that really want to make an impact and grow personally and professionally.

