



**Position Title:** Customer Service Manager  
**Immediate Supervisor Title:** Vice President of Marketing  
**Department:** Customer Service  
**Location:** New Kensington, PA  
**FLSA Status:** Salaried Exempt

### **Brief Summary of Position Purpose**

Since 1909 Bacharach has been developing gas detection and analysis products to increase safety, improve efficiency, and help the environment.

The Customer Service Manager leads the customer service and product support teams to deliver outstanding customer experiences for orders, service, and support inquiries.

This is a role for a seasoned professional, passionate about exceeding customer expectations, with strong leadership and management skills, and the ability to drive change for increased customer satisfaction and global operational efficiency. The successful candidate will have verifiable experience in managing multiple levels of customer support.

### **Essential Functions**

- Develops, motivates, evaluates, and coaches staff on work procedures, proper call handling, and delivering excellent customer service.
- Is visible and readily available to staff to answers questions, monitor calls, and give on-going feedback.
- Assesses individual and team performance on a regular basis and provides candid and timely feedback regarding developmental and training needs.
- Removes barriers to job performance and attracts, selects, and retains high caliber talent able to successfully achieve or exceed business goals.
- Builds a cohesive team that works well together.
- Proactively analyzes customer data, identifies trends, and issues. Recognizes and acts on the needs to improve customer satisfaction and employee results. Clearly identifies what must be accomplished for successful completion of business objectives.
- Effectively applies and enforces company policies and practices.
- Drives processes and develop strategies for improvement and provides data and reporting of KPI's and trends to management and other stakeholders.
- Works closely with other functional managers to ensure customers' satisfaction, while increasing efficiency and business results.
- Upholds the ethics and values of the company.
- Performs other duties as assigned.

## **Education/Training/Certifications**

- Bachelor's Degree, business or technical discipline preferred
- Continuing education related to customer service and customer experience excellence

## **Experience**

- Minimum of five years managing a customer service team of at least 5 staff members in a product-based company.
- Experience with providing support outside of standard business hours, ticket tracking solutions (for possible implementation) and online chat support (for possible implementation).
- Leadership of team members across multiple locations and time zones.

## **Required Skill Sets**

- Analytical thinker that digs deeper to find answers
- Intellectually curious and driven to proactively learn new information and skills
- Proficient with MS Office applications
- Effective interpersonal and communication skills, both verbal and written
- Ability to work independently as well as within a project team
- Proficiency in supervising and motivating staff
- Excellent written and oral communication skills
- Strong organizational, problem-solving, and analytical skills
- Ability to manage priorities and workflow
- Proven ability to handle multiple projects and meet deadlines
- Ability to work independently and as a member of various teams and committees
- Proven leadership and business acumen skills
- Presents a positive and enthusiastic attitude
- Strong interpersonal skills
- Ability to deal effectively with individuals at all organizational levels
- Demonstrate good judgement with the ability to make timely and sound decisions

## **Physical Demands**

- Position requires concentration, accuracy, and focused mental effort
- Works in normal office environment
- Ability to travel as required (<10%)

Pursuant to the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this job.

AA/EEO/M/F/D/V