

Customer Service Manager

About the Role:

Imtra is seeking a dynamic and experienced Customer Service Manager (CSM) to lead our Customer Service team and support our expanding business in the Marine industry in New Bedford, MA. Reporting directly to the Vice President of Operations and in close collaboration with senior leadership and department heads, the CSM will be pivotal in shaping and executing a customer experience strategy that drives satisfaction, efficiency, and profitability.

This role will lead a team of passionate Customer Service professionals and will be responsible for setting strategic goals, directing work, and fostering a high-performing team culture. The CSM will be responsible for overseeing daily operations, ensuring that the customer service team is equipped to handle all customer interactions seamlessly, and able to meet key performance indicators (KPIs) such as response time, issue resolution, and customer satisfaction scores.

Responsibilities

- **Team Leadership and Development:** Directly manage a team of Customer Service professionals, providing guidance on priorities and ensuring they have the tools and resources needed to excel. Lead coaching efforts to develop team members' skills and enable them to deliver exceptional service.
- **Team Culture:** Act as a champion of Imtra's values and culture. Foster a team environment of respect, where differing opinions are welcomed, and consensus is built to achieve shared objectives.
- **Customer Experience Strategy:** Design and implement customer service strategies that support business objectives, using data-driven insights to continuously improve service delivery. Leverage customer feedback and satisfaction metrics to inform decisions, drive service improvements, and enhance overall customer experience.
- **Customer Service Best Practices:** Act as the escalation point for complex issues, while fostering a proactive problem-solving approach within the team.
- **Customer-Centric Metrics:** Establish and monitor key customer service metrics (e.g., customer satisfaction, first response time, resolution time) to track performance, identify areas for improvement, and ensure an exceptional customer experience.
- **Operational Efficiency:** Manage day-to-day customer service operations, coordinating team coverage to ensure continuous service throughout the day. Use innovative tools like Hubspot, Dialpad, and Teams to enhance customer interactions.

- **Cross-Organizational Collaboration:** Work closely with senior leadership and department heads to align the customer service strategy with broader business goals. Build strong partnerships with internal stakeholders and lead collaborative efforts to solve operational challenges.
- **Customer Advocacy:** Promote a customer-first mindset across the organization and advocate for the customer throughout the business.
- **Special Projects:** Lead and support cross-functional initiatives that contribute to the continuous improvement of customer service processes.

Expected Skills

- 8+ years of experience in customer service or customer support roles, with a proven track record in managing teams.
- Strong leadership skills with the ability to inspire, coach, and develop a high-performing team.
- Expertise in customer service metrics and using data to drive decision-making and service improvements.
- Excellent problem-solving skills with a strong ability to manage conflict and resolve issues to deliver positive outcomes.
- Exceptional communication skills and a passion for delivering top-tier customer service.
- Strong collaboration skills, with a commitment to teamwork and cross-departmental communication.
- High attention to detail and effective time management to ensure efficient operations.

IMTRA values a diverse workforce. We are committed to a culture of equality and inclusivity that fosters dialog, innovation, compassion, respect, and collaboration. All qualified applicants will receive consideration for employment regardless of race, ethnicity, age, religion, national origin, sex, sexual orientation, gender identity, veteran status, disability status, neurodiversity, or any other protected characteristic outlined by federal, state, or local laws.

To Apply, please submit your resume to resume@imtra.com