

MENOMINEE TRIBAL ENTERPRISES



GENERAL OFFICE & FORESTRY CENTER: P.O. BOX 10 • NEOPIT, WI 54150
PHONE 715/756-2311 • LBR. SALES: 715/756-2287 • FAX: 715/756-2386



2ND POSTING

OPEN TO THE GENERAL PUBLIC

NOTE: Selection process is in accordance with Chapter 170, as amended.

Posting Closes: 09/14/17 12:00 pm

Job Title: Customer Care Manager

Supervisor: President

Status: RFT

Rate: BOE

SCOPE OF WORK:

Plan, coordinate and control the activities of the customer service team to maintain and enhance customer relationship and meet organizational and operational objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Must have the knowledge, skills, and ability to perform the following:

1. Develop and implement customer service policies and procedures.
2. Define and communicate customer service standards.
3. Review and assess customer service contracts.
4. Oversee the achievement and maintenance of agreed customer service levels and standards.
5. Direct the daily operations of the customer service team.
6. Evaluate individual team performance.
7. Identify and address staff training and coaching needs.
8. Plan, prioritize and delegate work tasks to ensure proper functioning of the department.
9. Ensure the necessary resources and tools are available for quality customer service delivery.
10. Review customer complaints and track complaint resolution.
11. Handle complex and escalated customer service issues.
12. Monitor accuracy of reporting and data base information.
13. Analyze relevant data to determine customer service outputs.
14. Identify and implement strategies to improve quality of service, productivity, and profitability.
15. Communicate with company management to support and implement growth strategies.
16. Coordinate and manage customer service projects and initiatives.
17. Ensure budget requirements are met.
18. Perform other duties as assigned by supervisor.

WORKING CONDITIONS:

Required to work under tight deadlines and perform repetitive tasks. Must be able to lift up to 25 lbs., and comply with all safety policies and practices of MTE.

QUALIFICATIONS:

Requires a Bachelor's Degree in Business Administration, Public Administration or other closely related field with 6-8 years' experience in Sales of Forest Product:

Or ten (10) or more years' experience in Sales of Forest Products is required. Must be proficient in MS Office software, Must have excellent oral and written skills, well developed presentation skills, product knowledge, interpersonal relations, and excellent customer relation skills. Must have strong communication skills, an outgoing energetic personality is required. Must have good work ethic and excellent work attendance record and be a team leader. Driver's license & ability to be on MTE's approved drivers list is required.

APPLICATION PROCESS:

1. Completed application & Resume
2. Copy of Tribal enrollment
3. Copy of Transcripts & Diploma
4. Honorable or general military discharge paperwork
5. Copy of Driver's License

Note: It is the applicant's responsibility to provide all relevant documents referenced in the application process, any incomplete applications will be screened out. It is not the responsibility of MTE to notify you of incomplete applications.

SUBMIT APPLICATIONS TO:

Antoine Chevalier, Human Resource Generalist
Menominee Tribal Enterprises, PO Box 10, Neopit, WI 54150
Email: antoinec@mtewood.com
Fax: 715-756-2319
Call: 715-756-2311 ext. 1137/1168/1135 if any questions.

*Applicant must successfully pass a pre-employment drug & alcohol screening and background check.