



Job Title: Customer Support Manager
Reports To: Director of Promotional Sales/Marketing
Classification: Exempt
Date Updated: February 6, 2024

SUMMARY

At Raining Rose Promos, better-than-expected customer service goes to the heart of our brand. The Customer Support Manager on our team loves customer service and lives for bullet-proof processes. At the core, this role ensures that our customer support team has what they need to process orders on time, ensure accurate order details, respond to customer questions, and support account executives in winning new business. The Customer Support Manager is a master problem-solver and people-person. This role ensures that goals are met and team members are empowered and held accountable to our standards. The ideal candidate is also future-focused, researching new ways (likely with the help of technology) that our team can become even more efficient so we can focus fully on service. Experience in the promotional products industry is a plus.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

ESSENTIAL DUTIES AND RESPONSIBILITIES (include but are not limited to the following)

- Display and promote company values (ASPIRE: Attitude, Safety, Passion, Integrity, Relationship, and Evolve)
- Be a solid leader -- model a positive attitude and support the direction of the company and division, while clearly advocating for team needs in partnership with the division director
- Demonstrate self-awareness and a flexible leadership style that motivates team members with diverse strengths and preferences
- Manage support team operations by recruiting, hiring, training, coaching, and reviewing employees
- Promote and track company, department, and individual goals, ensuring action items are completed and progress is made toward completion
- Plan and assign work to others based on talents and strengths of the team members and the overall needs of the division
- Organize and lead regular team meetings
- Successfully collaborate with additional company departments to improve process or quality through the entire factory process
- Manage coordination, development, revision, maintenance, communication, and training of department-related Standard Operating Procedures and Training Resources
- Evaluate results to choose the best solution to solve problems
- Resolve problems with creative thinking and clear communication in a timely manner
- Assist with the development of the department budget and monthly forecasts in consideration of the company's current and future strategic direction
- Review current process, workload, and resources to find efficiencies, develop cost and time-saving improvements, and advise on additional resources needed
- Firm understanding and compliance with company's Good Manufacturing Practices and Safe Practices
- Regular attendance



- Other duties as assigned

REQUIRED SKILLS AND ABILITIES

- Strong written and verbal communication skills with prevalent professional demeanor
- Experience with data-entry, MRP, or customer service platforms
- Ability to mentor, train, motivate, direct and empower team
- Support and drive goals of the Company
- Ability to handle sensitive and confidential situations and documentation
- Highly motivated
- Excellent planning and organizational skills

REQUIRED SKILLS AND ABILITIES continued...

- Ability to develop personnel to support present and future operations
- Exhibit sound and accurate judgment
- Ability to work effectively across departmental teams
- Demonstrated ability to learn and apply new approaches
- Intermediate level computer literacy
- Mathematical aptitude
- Proficient in Microsoft Office Suite Products and ability to learn new systems quickly

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree in relatable field preferred
- Experience in the promotional products industry preferred
- A minimum of 2+ years' of management and/or leadership experience preferred
- Experience with business process improvement teams and initiative preferred
- Knowledge of functional business processes preferred

PHYSICAL REQUIREMENTS/ WORKING ENVIRONMENT

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit an average of 6-7 hours per day
- Stand an average of less than 1 hour per day
- Walk an average of less than 1 hour per day
- Required Movements:
 - Bend/Stoop – Rarely (1-2 times per day)
 - Squat – Rarely (1-2 times per day)
- Weight Carried:
 - Up to 10 lbs – Rarely (1-2 times per day)
- Weight Lifted:
 - Up to 10 lbs – Rarely (1-2 times per day)
- Hands Used for Repetitive Action
 - Simple/light grasping (both hands) – Frequently (5-24 times per hour)
 - Fine dexterity (both hands) – Constant (greater than 25 times per hour)
- Job requires wearing personal protective equipment as necessary



JOB DESCRIPTION ACKNOWLEDGMENT

By signing below I acknowledge that I have read the Customer Support Manager (Promotional Sales Team) job description, understand the expectations, and am able to perform the essential duties and responsibilities necessary to successfully perform the job as described with or without reasonable accommodations.

I also understand that the job description may be changed at the discretion of the company at any time.

Signature

Date