



**Position:** Customer Service Manager (Full-Time)

**Location:** Eden Prairie, MN 55347 (Relocation package available)

### **About Ball Pro/Diversified**

Nestled in the outskirts of the beautiful Minneapolis suburbs, Ball Pro has been a leading supplier in the promotional products industry for over 25 years. We take great pride in giving our customers the absolute best service and product and, if you already know us, you probably know this to be true. Our reputation and our honor actually mean something over here.

Our employees proudly have an average service time of over 7 years. Longevity of employment means not only the company invests in its talent, but it also fosters a work environment that people feel a strong sense of belonging.

### **Job Summary**

Ball Pro is looking for a skilled problem solver who is quick on their feet and performs well in a fast-paced environment to join our team as the Customer Service Manager. We need a positive individual who can listen to escalated customer service issues and then offer customized solutions to each problem. The ideal candidate will be given extensive training on both the company's customer service policies as well as its products. This individual will report to the President.

### **Responsibilities/Qualifications**

General responsibilities:

- Lead a team of Customer Service Representatives
- Recruit and train new CSRs
- Establishing metrics and goals for the team
- Implement customer service systems and protocols
- Drive a positive department culture and relationship with customers
- Work closely with Sales and Marketing to manage customer expectations
- Liaise with other departments to meet company goals
- Telephone and email follow-up with customers and vendors
- Manage department schedules
- Special projects as assigned

Other skills:

- Strong verbal and written communication skills
- Strong computer skills, including Microsoft Office and SAP
- Performs well in high-pressure & fast-paced environment
- Team-player
- Available for on-duty rotation schedule during all customer service hours
- Frontline customer service experience required
- 3-5 years experience leading customer service teams
- Bachelor's degree in communications, business, or hospitality preferred