



## **Customer Experience Supervisor**

**Department:** Customer Experience

**Reports to:** Sales Manager (Promo)

**Location:** Remote, hybrid or on-site options are available.

**Date Issued:** 04/14/2023

**Fey Promo** in Edgerton, MN is seeking a full-time **Customer Experience Supervisor** to join our growth focused, forward thinking organization. Fey is a light manufacturing company who operates in a clean, climate controlled, work environment and strives to have a culture representing core values.

To the **Customer Experience Supervisor**, we offer:

- Competitive Exempt Wage
- Paid Time Off (immediately)
- Health Insurance (majority company paid)
- Dental & Vision
- Life Insurance, Critical Illness, Accident and Short-Term Disability
- 401k
- Flex-time
- Onsite gym including basketball court and locker rooms
- And more...

We are a dynamic team of people that are passionate about what we do both at work and within the community. We have an exceptional culture that is friendly, growth focused and team oriented. We believe in helping our team members live our core values; Team Player, Do The Right Thing, Drive Results, Make It Uniquely Better & Simplified throughout each day.

**Summary:** The Customer Experience Supervisor position leads team members in our order entry, customer service and art departments. The focus of this role is to continually look for ways to improve efficiency and processes, as well as to advocate for customers, team members and operations. The goal is to build and retain a high performing team of individuals, while helping to make their experience at Fey a positive one.

### **Top Accountabilities:**

1. Deliver on the established goals and metrics for this role.
2. Ensure that the customer experience team has excellent communication, problem solving and professional phone etiquette skills for achieving customer satisfaction.
3. Look to overserve our best customers, will encourage smaller customers to self-serve.
4. Strive for one call resolution to customer inquiries.
5. Ensure that customer concerns are resolved in a timely, accurate and professional way.
6. Provide guidance and system solutions to enable customer experience team to attain departmental and organizational goals.
7. Train and develop customer experience staff to deliver on the highest standards for customer success, including soft skills.
8. Perform annual reviews and appraisals for the customer experience team members.
9. Work closely with operations to bring voice of customer and voice of operations into alignment.
10. Assist in developing standard procedures and policies for improving the service provided to customers.
11. Work with Director of Strategic Growth to discuss process improvements suggestions and issues.

12. Maintain in-depth working knowledge of the company's products, systems and processes.
13. Monitor business and process metrics to measure and manage customer experience effectiveness.
14. Educate customers about the organization's products and services.
15. Maintain communication with customers via emails, phone calls, emails, chats, etc.
16. Prepare weekly reports on assigned metrics for the team.
17. Work with outside vendor/team members to train, and to improve processes.
18. Leadership, Management, Accountability (LMA)/Active Management - Build talent of direct reports. Mentor and coach team members; ensure expectations are set and achieved; elevate team members understanding through educating the "why", the Fey Playbook and following workplace rigors/discipline.

**Requirements:**

- Ability to train and develop team members for consistency and drive positive results.
- Ability to establish, track and analyze goals and metrics for your team.
- Attention to detail and the ability to analyze, evaluate and resolve complex issues.
- Microsoft Office basic knowledge and the ability to perform data entry, create and read spreadsheets, etc.
- Knowledge of commonly used concepts, practices, and procedures within an office environment.
- Effective verbal and written communication skills.

**Lead Responsibilities:** Leads up to 15 team members remote and on-site within the Customer Experience and Art team. Is responsible for the overall direction, coordination, and evaluation of these teams. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting with interviewing, hiring, and training team members. Planning, assigning, and directing work; managing timecards, appraising performance; providing feedback, rewarding, and coaching team members; addressing concerns effectively and resolving conflicts.

**For a detailed job description and additional qualifications needed, please visit [www.feyindustries.com/careers](http://www.feyindustries.com/careers)**

**Fey Promo falls under the corporation of Fey Industries, Inc. For more information about the corporation or to apply for this position, please visit [www.feyindustries.com](http://www.feyindustries.com)**

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