

Headquartered in Valencia, California, Lavi Industries is a world leader in the manufacture and development of innovative queue management, public guidance, and architectural railing systems. We were founded on an entrepreneurial spirit, with core values of uncompromising quality, precision craftsmanship, and a customer-focused culture. Our continued growth and success is made possible by the determination and talents of our employees, and their commitment to keeping our values alive. We recognize that our human resources are our primary assets and believe in providing them with a positive, rewarding work environment. We invite you to be a part of a team that pursues excellence with dedication, integrity, and service.

Customer Service Manager

Valencia, CA

The Customer Service Manager oversees all customer service-related activities, including oversight of the customer service team and training process, interfacing with both internal and external customers, ensuring resolution of outstanding inquiries and concerns, and tracking customer service-related performance metrics. You'll keep-up with trends in customer service, work with management to identify opportunities for continuous improvement, develop and track customer service-related performance measurements, grow sales revenue through the creation and management of cold calling programs, support the functional team in their efforts to meet their service level agreements, and align the customer service team strategy with the VP of Sales overall strategy to grow business.

- Responsible for Staffing, Training & Scheduling of department.
- Investigates and resolves non-routine customer complaints.
- Identifies and helps implement IT solutions that streamline the Order Entry process.
- Responsible for the creation, execution and management of Call-Out programs designed to increase sales.
- Delivers training on products, cold calling techniques, and IT systems.
- Develops Sales with existing customers and new customers through programs that are developed, managed, and tracked on a regular basis.

Qualifications:

- Degree preferred, along with 3 - 5 years of Customer Service managerial experience
- Strong written and verbal communication skills
- Working knowledge of word processing, database, and spreadsheet applications

We offer the right candidate an opportunity to develop his/her full potential in an entrepreneurial environment, as well as an attractive compensation package. Verifiable references and drug screen/background check are required. EOE.

Send Cover Letter and Resume to Jobs_HR@lavi.com