

Job Title: Manager, Client Services & Operations

Location: Hiawatha, IA

Job Number: 1018-25

Channel Fusion is the trusted channel marketing partner of America's top brands. We bring the passion to drive excellence in customer experience and best-in-class customer service. We specialize in providing program management, custom channel marketing technology solutions and high touch channel support services to our Fortune 500 companies and other renowned companies. Our services enable corporate brands and their independent retail networks to optimize their channel marketing funds and programs.

We are looking for a Manager, Client Services & Operations to join a results-oriented and dynamic channel marketing team. The ideal candidate will have experience in relationship building, analytical thinking, and reporting know-how. This role also must have proven success as a team lead/manager who can help develop team members and maximize performance of the team. This candidate must be a team player who can learn quickly, communicate clearly and efficiently and maintain the highest standard of quality. Responsibilities include:

- Managing day-to-day operations of the customer experience team, including:
 - Managing a team of 5 to 10 Customer Service Representatives
 - Organizing daily work flow and appropriate staffing
 - Maintaining and following audit standards to ensure a satisfactory audit.
 - Responding to internal and external requests and resolve appropriately.
 - Resolving complex customer account problems and resolve escalated customer concerns to a satisfactory resolution.
 - Providing a voice of the customer feedback loop to the business.
- Preparing monthly management reports and recommendations for continuous improvement and develop a deep understanding of the overall performance of the customer service organization: service levels, customer satisfaction and budgets
- Training, developing and motivating staff. Continuously evaluating, identifying and support ing opportunities to drive process improvements that will increase accurate output from the Customer Service team. Accurately compiling and generating reports as they relate to implementation and consistent execution of best-in-class customer service standards.
- Reviewing, changing, and improving processes where necessary to facilitate continuous departmental improvement in line with enhancing customer experience and organizational efficiency.

Knowledge, Skills, and Abilities:

- Bachelor degree in business administration or similar preferred.
- 3-5 years of experience in a customer service environment with 2+ years of team management experience.
- Strong data analysis skills.
- Advanced Excel user.
- Must be able to multi-task in a busy office setting.
- Strong leadership skills and ability to take initiative.
- Excellent verbal, written, and interpersonal communication skills
- Strong organizational, multi-tasking, and prioritizing skills

- Ability to motivate staff to prioritize work, meet deadlines, achieve goals, and work under pressure in a dynamic and complex environment.