



CUSTOMER SERVICE MANAGER

Denco Sales is a wholesale distributor of equipment and supplies used by visual communications providers including sign manufacturers, digital printers & screen printers.

The Customer Service Manager is responsible for the effective, professional and productive relationship with our customers, and to maintain a consistent commitment to quality in our dealings with customers. The CSM is responsible for the training, development, and evaluation of all Customer Service Representatives and professionally and thoroughly handling all customer orders, inquiries, complaints and follow-up for all customers calls or counter sales. Also, works closely with some confidential and sensitive information.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Coordinates the recruiting and retention process for the CSR job function. Coordinates the professional development of all Customer Service Representatives through an effective training program. _____
- Professionally and effectively manages staff in the Customer Service job function. _____
- Maintains and ensures adherence of all policies and procedures for Customer Service. Evaluates process for continuous improvement based on performance measures. Evaluates process impact arising from changes in application software on CSR job function and updates and implements policy and procedure modifications. _____
- Serves as liaison for customer service with other departments and job functions for successful organizational improvement. Interacts with manufacturers to gain understanding of product and application changes and communicates effectively with CSR. Successfully coordinates CSR's in branch selling activities. Manages the pricing matrix and models. _____

- Gains understanding and internalizes our mission, vision, and values. Performs duties in a manner that demonstrates alignment with organizational objectives. Works effectively with other departments. Understands our industry, customers and suppliers, and demonstrates effective and professional relationships with all participants in our channel. Provides effective suggestions for organizational improvement in operations and Customer Service. _____
- Effectively completes special tasks and reviews reports as assigned by management _____
- Complies with our policies and procedures. _____
- Maintains professional bearing. _____

Skills and Competencies

- Customer Service
- Process Improvement
- Teamwork and Collaboration Skills
- Trustworthy
- Personal Effectiveness/Credibility
- Problem Solving and Critical Thinking Skills
- Communication Proficiency
- Flexibility

Education and/or Experience

High school diploma. 3-5 years minimum Customer Service/Sales Management Experience. Associate's degree preferred.

BENEFITS

Full-time employees are eligible for Medical, Dental, Vision, Life Insurance, Flex Plan, and LTD after successful completion of 60 DAYS. PTO Accrual after 90 days.

Full-time and Part-time employees are eligible for the 401k Plan after 1 year of employment or 1,000 hours.

Please respond [here](#) with your resume or fax to 303-209-4250.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER