

CUSTOMER SERVICE MANAGER

Current Incumbent: Vacant
Reports to: SVP Member & Affiliate Engagement
Status: Full-Time, Exempt
Updated: 12/08/2017

Department: Member & Affiliate Engagement
Direct Reports: 5
Indirect Reports: TBD

SUMMARY OF POSITION:

The Customer Service Manager provides leadership to NAA's Client Solutions Center. The Manager is ultimately responsible for the overall performance of the call center including caller satisfaction, training, and systems. The Manager will lead, develop, and evaluate a team of Client Solutions Center representatives to deliver best in class service through customer focus and operational excellence. Teaming with various NAA departments and applying closed loop resolution methodologies; this role leads the organization through problem solving and solution delivery. He/ she will make decisions regarding people, processes, technology, and customer service. A deep understanding of NAA's programs, products, services, and membership standards are vital to the success of this position.

ABOUT THE CLIENT SOLUTIONS CENTER:

The Client Solutions Center provides excellent service and support to all clients who contact the organization. The CSC provides useful information about NAA's activities and resources. It offers superior member services and support for the naahq.org website, Click & Lease program, NAAEI, Conference (Apartmentalize, Advocate, Maximize, Campus Connex), and other organizational information and services. The department collects metrics on client interactions for NAA to deliver exceptional customer outcomes.

PRINCIPAL ACCOUNTABILITIES:

- Set a clear mission and deploy strategies focused towards that mission
- Accountable for improving the customer experience through driving a closed loop improvement cycle (feedback, measurement, analysis, change, assessment)
- Represents the "Voice of Customer" for providing input / insights / impact assessments in support of Client and Operational initiatives that influence the customer experience. Includes participation in "requirement gathering" sessions.
- Collaborate with clients and client teams on survey creation, ongoing maintenance, and reporting requirements.
- Investigates and determines root cause of customer experience 'pain points' and problem solves with other appropriate teams to mitigate adverse impacts.
- Establishes strong collaborative relationships with all internal support departments
- Demonstrates the strength of conviction to raise Customer Experience issues requiring organizational attention and reflects appropriate judgment to know when escalation is needed.
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyze statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Control resources and utilize assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities

Position Qualifications:

Required

- Bachelor's degree in a relevant field or 5+ years related experience
- 2+ years of experience in corporate membership/customer service center
- Experience in providing customer service support
- Strong client facing and communication skills
- Advanced trouble shooting and multi-tasking skills
- Framework of knowledge for association management or CRM software, (ServiceCloud preferred)
- Strong oral and written communication skills;
- Solid organizational skills with ability to balance team and individual responsibilities;
- Two years' experience in supervision of staff
- Must be able to travel, to attend events and other off-site functions

Preferred

- Experience in membership-driven trade or professional association, or national non-profit organization

Resume, cover letter and salary history/requirements must be submitted to be considered.

Please send to Resumes@naahq.org. No phone calls, please. EOE M/F/H/V