## **Senior Manager, Client Solutions**

**Current Incumbent:**  **Department:** Client Solutions

**Reports to:** Chief Operating Officer **Direct Reports:** 5

**Status:** Full-Time, Exempt **Indirect Reports:** TBD

**Updated:** 07/07/2021 **Eligible for Telework/CWW**: Yes

## **Summary of Position:**

The Senior Manager provides mid-level leadership to the Client Solutions operations. The Senior Manager is ultimately responsible for the overall performance of the call center including caller satisfaction, training, and systems. The Senior Manager is a strategic thinker that will lead, develop, and evaluate a team of Client Solutions Specialists 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.

## **Principal Accountabilities:**

**Customer Support**

* Establishes, implements, and reviews call center standards, policies, objectives, and initiatives.
* Monitors the effectiveness and overall performance of call center operations
* Develops and administers procedures for interacting with customers in a call center environment
* Supervises and coordinates activities of a team of Client Solution Specialist who provide telephone customer support services and give product or service information by answering questions and helping
* Bridge the gap between Product and Services through development of increased knowledge, confidence, and teamwork on the Client Solutions team.
* Design and implement processes and systems to scale NAA’s product and services. This includes ensuring internal coordination of member facing communication strategies. Develop self-service options for customers, building a customer experience journey for all NAA programs, products, and services
* Work closely with the DIS and third-party vendors to develop consistent, accurate, and integrated data tracking
* Build, develop, and grow any business relationships vital to the success of NAA’s growth.
* Manage Support metrics across all channels (call center, online chat, email) to ensure customer satisfaction, and report statistical performance levels related to Support

**Department**

* Maintain a strong vision for the department team members, processes, goals.
* Work closely with the DIS team to oversee and maintain accurate records in the NAA CRM tools (Salesforce and Zendesk) on a weekly basis.
* Adhere to and manage the approved budget
* Administrator of the Client Solutions Center phone system, to include but not limited to mapping of queues, call flows, IVR messaging, call recording; work with vendors to implement and manage all technical system changes to improve the customer experience

**Product/Process Improvement**

* Review, amend and implement affiliate and customer facing process and business rules.
* Serve as the escalation point for internal and external escalation
* Support the sales and account management teams in data focused discussions and strategy sessions

**People Management**

* Coach, mentor, motivate and supervise the Client Solutions team to influence positive action and accountability for achieving results.
* Identify and resolve issues and conflicts within the Client Solutions team in a timely and constructive manner.

## **Competencies:**

1. Expertise 6. Technical capacity
2. Communication proficiency 7. Cultural Awareness
3. Organizational skills 8. Relationship Management
4. Critical Evaluation 9. Ethical Practice
5. Data Driven 10. Diplomatic

## **Travel:**

Little to no travel is expected for this position. If any, travel would be local during the business day.

## **Required Education and Experience:**

* Bachelor’s degree or equivalent experience of six to eight years of meeting planning experience
* Bachelor’s degree in a relevant field or 8+ years related experience
* 8+ years of experience in corporate membership/customer service center
* 5+ years of call center management
* 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, (Salesforce preferred)
* Strong oral and written communication skills.
* Solid organizational skills with ability to balance team and individual responsibilities.
* Five years’ experience in supervision of staff
* Must be able to travel, to attend events and other off-site functions

## **Preferred Education and Experience:**

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

## **Physical Demands:**

While performing the duties of the job, the employee is regularly required to sit, use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms. The employee may occasionally lift up to 20 pounds.

## **Work Environment:**

Work is regularly performed in a professional office environment and routinely uses standard office equipment.

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Signatures:**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employees signature below constitutes employee’s understanding of the requirement, essential function and duties of the position.

Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_