Job Description- Compulearn.com

Job Title: Assistant Manager- Customer Service and Sales
Date Updated: December 2013
Reports to: Manager, Customer Service and Sales
Supervises: Customer Service Agents and Sales Representatives

Summary of Responsibilities: The Assistant Manager, Customer Service and Sales is responsible for leading, coaching and motivating a team of Customer Service Agents and Sales Representatives in achieving the company's sales targets, customer satisfaction goals and employee satisfaction indexes.

Essential Duties and Responsibilities:

- Coordinate with HR Department in recruiting and selecting Customer Service Agents and Sales Representatives
- Train and motivate Customer Service Agents and Sales Representatives
- Plan, assign and direct work of Customer Service Agents and Sales Reps
- Conduct performance appraisals on a yearly basis and develop development plans
- Address employee complaints and resolve problems
- Liaise with human resources department regarding employee issues
- Develop and implement employee recognition and incentive programs
- Work with Manager to develop sales and promotional programs
- Communicate goals to the team on a weekly basis
- Remain knowledgeable about client base by periodically participating in sales and customer service activities
- Coordinate delivery of product between distribution center and customer as well as design team and customer
- Effectively handle customer concerns referred by Customer Service Agents
- Complete month end sales and customer service reports

Job Specifications:

Education:

- College Diploma or University Degree in Business

Required Knowledge:

- Knowledge of sales procedures and customer service
- Basic knowledge of human resources functions
- Knowledge of computer based Training materials

Experience:

- Minimum of one year of experience in a customer service environment
- Experience leading, coaching and managing employees in a customer service focused environment
- Previous sales experience

Skills/Abilities

- Advanced MS Office skills
- Excellent interpersonal, presentation and communication (verbal and written) skills
- Strong negotiation, conflict resolution and relationship building skills
- Ability to motivate and reward employees

Working Conditions:

Works in a well-ventilated office environment.