



NORTH AMERICA

CUSTOMER SERVICE SUPERVISOR

<u>JOB TYPE:</u>	Full-Time
<u>SALARY RANGE:</u>	\$28.00 - \$30.00 per hour
<u>FLSA:</u>	Non-Exempt
<u>DEPARTMENT:</u>	Customer Service
<u>LOCATION:</u>	VITA North America Headquarters – Yorba Linda, California

Reasonable accommodations may be made to enable individuals with protected disabilities to perform the essential functions of this position.

POSITION SUMMARY

Under the direction of the Director of Operations and within corporate guidelines, the Customer Service Supervisor will oversee and assist customer service employees in the performance of their job duties such as responding to customer inquiries and resolving issues or complaints. Responsibilities will include monitoring the workflow and the quality of the customer service department in supporting the efforts of the company and additional duties include contributing to the training of existing and new colleagues on procedures, products, and customer service methods.

RESPONSIBILITIES

- Manage the customer service representatives and ensure they comply with company guidelines particularly related to quality of service.
- Identify opportunities to update or improve customer service procedures and make recommendations to the Director of Operations or other appropriate staff.
- Assign, direct and monitor the workflow of the customer service department.
- Performance tracking, monitoring, coaching and administrative duties to support achieving department goals related to service level, adherence, after call work, and quality.
- Enter oral, written, and EDI orders in ERP system, verifying accuracy, pricing, and any back ordered items.
- Ensures all orders are released by 3:30 p.m. (2:30 p.m. Canada) daily to meet same day shipment requirements, i.e., credit holds, missing credit cards, customer service holds, etc.
- Communicates with the customer regarding but not limited to the following:
 - Information about product, price, availability, delivery time, etc.
 - Inquiries about order statuses, deliveries, tracers, etc.
 - Changes in delivery dates and prices.
 - Handles customer complaints.
- Determines whether a customer is eligible to return a product within the VITA North America Credit Return Policy. Processes required documentation and credits returned products in ERP system.
- Completes assigned daily tasks and responsibilities including but not limited to entry of Government/University orders, tooth exchanges, Canadian orders, material lists, internal supply requests/orders, file credit memos, phone surveys.
- Maintain close liaison with other departments to ensure the customers' needs are met and/or exceeded.

- Develop and recommend general policies and programs as necessary to support profitable growth and meet goals of the company and implement customer service policies, work methods and procedures to improve service and increase productivity.
- Promote a positive working environment conducive to a team atmosphere and in alignment with the VITA North America culture book.
- Performs other duties as assigned or required.

QUALIFICATIONS AND SKILLS REQUIRED

- At least 3 years equivalent job experience to include: supervisory responsibility, customer service experience and preferably a 2-year degree; some advanced level of education in supervising others.
- Position requires considerable knowledge of customer service operations. No instructions are needed for routine assignments and general instructions are given for unusual work or special assignments.
- Problem solving expertise required to determine which products to highlight, which customer to up sell or cross sell while managing multiple tasks and prioritize.
- The ability to effectively present information and respond to questions from groups of managers, customers, and sales teams.
- Must possess strong interpersonal and leadership skills, written and verbal communication skills.
- Strong knowledge of computers and software, such as Word, Excel, and other kinds of CRM call center software.
- Knowledge of basic math/algebra to calculate and understand special discounts. Ability to read, understand and interpret reports measuring departmental performance.
- The ability to write reports, business correspondence and procedural manuals.
- Familiarity with FDA 21 CFR, Part 820, Quality System Regulation.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, this position regularly requires sitting when working at the desk; use of hands to finger, handle, or feel objects when working with the computer and mouse. Reach with hands or arms and talk or hear. This position frequently requires standing or walking, and occasionally stooping, kneeling, crouching, and lifting and/or moving up to 10 pounds of product, literature, or equipment. Mental alertness and specific vision abilities required to read dental literature, price books, product literature, catalogs, product reports, sales reports, and the computer; ability to concentrate, understand and explain product to customers over the telephone; adjust focus between documents, reports, equipment and groups of people. This position works in a normal office environment, in a cubicle where noise levels are usually quiet to moderate levels.

OTHER REQUIREMENTS

On occasion may speak in a public arena, conduct meetings or conduct presentations.

VITA North America is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.