

CUSTOMER SERVICE MANAGER

ENTRY DOOR DIVISION – BYRON CENTER, MI



COMPANY SUMMARY

Headquartered in Grand Rapids, Michigan since 1955, Lumbermen's operates in Michigan, Ohio, Indiana and Kentucky. A leading distributor and manufacturer, we are driven by the goal to be first choice for our employee owners, customers, and suppliers. Lumbermen's is 100% employee-owned and committed to investing in rewarding relationships and doing the right thing in every interaction.

POSITION SUMMARY

Working within our Entry Door segment, the person in this position would lead our team and oversee customer service, quoting, and administrative activities. Day-to-day responsibilities include:

- Modeling Lumbermen's core values
- Developing and maintaining a strong working knowledge of customer service, quoting, and administrative activities
- Demonstrating a willingness to both offer support and leadership as a working supervisor
- Training, supporting, and evaluating order entry and customer service teams
- Prioritizing and assigning work for employee owners
- Coordinating the flow of information between departments
- Demonstrating strong decision making and proactive problem solving skills to keep projects moving forward
- Developing and maintaining training aids and schedules for new employee owners
- Leading problem solving teams and utilizing lean principles to continually improve key measures of performance
- Conferring with department managers to determine potential issues or shipping timeframe changes
- Interacting with shop floor management on daily basis to resolve customer issues
- Encouraging and promoting an environment to create raving fans both internally and externally

At Lumbermen's, we pride ourselves on treating our customers like family and delivering exceptional service. It's crucial that the person selected to fill this role is highly organized and detail-oriented, service-minded, a strong and friendly communicator, and comfortable working in a fast-paced environment.

REQUIRED EDUCATION/EXPERIENCE

- Bachelor's Degree in Business preferred
- 3-5 years' customer service experience
- 1-3 years' experience leading a group of people
- Knowledge of a manufacturing environment would be a plus

REQUIRED SKILLS

- Demonstrated leadership skills
- Mindset of and inclination toward continuous improvement
- Positive attitude with a desire and willingness to learn
- Desire to facilitate successful outcomes through effective problem solving
- Ability to model and drive safe working practices

- Leads by example, demonstrating a positive attitude and outlook
- Exceptional communication skills, verbal and written
- Knowledge of Microsoft Office Suite including Word, PowerPoint, and Excel
- Ability to effectively move between a variety of tasks
- Ability to productively manage tasks and complete work accurately in a timely manner
- Willingness to assist wherever needed in the best interest of the team and the company
- ERP experience strongly desired

Lumbermen's offers an exceptional work environment, competitive compensation, and great benefits, including: medical, wellness, dental, vision, life, 401K, and a generous company-funded ESOP program. Take ownership of your career today!