

ABOUT US:

Join Baudville, Inc., *The Place for Daily Recognition*, a trailblazing business-to-business product innovator, catalog marketer, and Internet retailer located in the thriving City of Grand Rapids, MI.

Under one big building are the trifecta of teamwork: Baudville, IDville, and hi5. Baudville is an industry leader in providing day-to-day recognition solutions and awards for schools and the workplace. IDville specializes in photo identification systems and accessories that promote the safety of employees, students, and staff. And, hi5, our newest brand to join the team, offers innovative service awards and performance-based recognition programs.

Together our three brands serve business, education, government, and healthcare markets while setting marketing trends and pioneering new products. At the heart of Baudville, Inc. is a team of creative, enthusiastic individuals who work together to serve the customer, set marketing trends, and pioneer the “next big thing.” Join our team and discover why they call us the office of positive mojo!

ABOUT THE OPPORTUNITY:

Baudville, Inc. seeks an experienced **Customer Service Manager** for the Inbound Sales Dept. The ideal candidate will have existing managerial experience in a blended inbound/outbound call center environment in which Sales, Customer Service, and Technical Support are provided to businesses and organizations.

The Call Center Manager will be responsible for the development and performance of all inbound sales and customer service activities for our brands as described above. He or she will staff and direct a service & sales team and provide leadership toward the achievement of maximum revenue generation while optimizing customer retention and loyalty.

Specifically, this position is responsible for driving the performance of our inbound sales call center through: a) up-selling and cross-selling products on inbound sales calls, chats and emails; b) capturing information and starting quotes for follow-up on inbound inquiry calls, chats and emails; c) resolving customer concerns to retain business; and d) coordinate with Marketing and Operations to ensure the smooth implementation of corporate goals and initiatives. The successful candidate will be able to motivate, develop and drive the Average Sales per Call for a team of 11 to 15 agents. Simultaneously he or she will balance typical operational issues such as Work Force Management (WFM) and a staffing plan to achieve Service Level/coverage goals, agent occupancy & adherence, and other metrics such as Accuracy. This requires continuous agent evaluation, constructive coaching and results-oriented motivation at both the individual and team levels.

The Call Center Manager is eligible for our annual incentive plan, including bonus opportunities based on successful sales results and KPI.

JOB DUTIES: *Job duties include, but are not limited to:*

- Effectively build, lead, develop & support a high performing team of customer service representatives.
 - Assist in all aspects of recruiting, interviewing, training & ongoing development
 - Provide bi-weekly one-on-one coaching sessions
 - Conduct call monitoring for quality assurance and identification of additional opportunities for training, development, corrective action, etc.
 - Assist with disciplinary actions and formal staffing recommendations
 - Manage staffing levels & coordinating schedules to maintain minimum goals for service levels.
 - Develop incentive programs & contests to increase department productivity/morale

- Meet and/or exceed monthly, quarterly, annual sales quotas and performance metrics.
 - Develop, manage & report on key sales metrics (average sales per call, average order value, etc.)
 - Set individual & team goals to motivate and drive performance (# of calls taken, occupancy time, etc.)
 - Review daily metrics to ensure activity drives results
 - Work closely with outbound sales channel to impact lead generation, client retention, etc.

- Provide excellent customer service & support to new/existing customers to ensure that all interactions are positive client impressions
 - Successfully manage escalated customer situations to achieve a mutual satisfaction
 - Approve extended price breaks to customers when necessary while maintaining minimum margin standards
 - Work with the purchasing department and the warehouse to reconcile incorrectly received and shipped products
 - Ensure the highest standards of business ethics are maintained within the department

- Become a product expert in the Baudville, IDville & hi5 Recognition product lines/industries to be able to efficiently and effectively communicate appropriate products/services to our customers.

- Contribute to the growth and success of the overall sales organization
 - Provide active participation on the Sales Leadership Team
 - Develop proactive recommendations & proposals as to how we can refine & enhance the overall sales process/strategy
 - Represent the Sales Leadership Team in bi-weekly tactical meetings & report findings, needs & action items to the vice-president of sales.

QUALIFICATIONS: *The ideal candidate will possess:*

- Bachelor's degree or related experience.
- 5-7 years of business-to-business sales experience.
- 5-7 years of call center experience, including an understanding of telephony technology and ACD fundamentals.
- 3-5 years of sales management/customer service management experience.
- Experience with both inbound and outbound sales of B2B products and services.
- Proven ability to hire, train, & lead high performing customer service teams.
- Highly motivated professional with excellent communication skills.
- High self-confidence and possesses the ability to excel in a goal oriented environment.
- Relational and service oriented approach to interactions with others.
- Strong computer skills with a proficiency Microsoft Office Products; experience with CRM's & Phone Systems is a plus.
- Ability and willingness to translate professional training/coaching into daily practices.
- Team player that is willing to support others for the benefit of the organization.
- Excellent organization and time management skills.
- Excellent listening & relationship building skills.
- Excellent follow through / task completion skills.
- Desire to become a Subject Matter / Industry Expert in the area of Employee Recognition & Photo Identification

At Baudville Inc, also known as *The Office of Positive Mojo*, we offer a challenging but rewarding work environment where employees respect and recognize each other. We are an equal opportunity employer dedicated to workforce diversity and a drug- and smoke-free workplace. Drug screening and background check are required.