



SETTING

Pattison Sign Group is a highly successful, North American company growing organically and through ongoing acquisitions. It is one of the world's largest sign and physical branding element companies, with three manufacturing facilities, six sales offices and over 650 employees across North America.

The company is dedicated to absolute customer satisfaction and ultimate quality in its products and services. It is ISO certified to ensure Total Quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and comprised of over 565 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$12.7 billion in 2020 and more than 51,000 employees, the Jim Pattison Group is the second largest private company in Canada.

We are currently seeking to hire a **Customer Service Manager** to be based at our Toronto office.

OVERVIEW

As a key member of the Management team, the Customer Service Manager, will be responsible for leading daily operations of the Service and Maintenance team. This includes leadership, accountability, integration & management of processes & functions to improve consistency and efficiency on service and maintenance execution.

This position is **customer facing** and will be responsible to lead the team in delivering our service, maintenance and warranty obligations to customers. The individual will foster strong relationships with all internal and external stakeholders including customers, subcontract partners, production, project management, finance and the service & maintenance teams. The successful Customer Service Manager candidate will have a strong track record and job experience in a customer service environment. Managerial training and certifications or prior experience are a requirement, as are a variety of soft skills and personality traits that can be beneficial in successful customer service management.

The objective of this role is to continually create an enhanced customer experience from an internal and external perspective as well as leading the department in its quest to support more business within the service and preventative maintenance functions. This role must make clear to team members how servicing the customer, connects with the overall vision, values and commitment of Pattison Sign Group.

This position will report to the Director of Operations and will be based in the Canadian headquarters in Toronto, Ontario.

RESPONSIBILITIES:

- Take ownership of customer's issues and follow problems through to resolution.
- Ensure prompt responses from each Customer Service Associate.
- Ensure departmental objectives relating to service and maintenance execution are carefully monitored and achieved. This includes reduced time to complete service calls, accurate and timely completion of preventative maintenance activities
- Establish achievable customer satisfaction goals in line with company's commitment to customer satisfaction and communicate these to the customer service team
- Continuous improvement as it relates to setting, maintaining and improving service level agreements with all stakeholders
- Consistently execute strong written and verbal communications, problem solving, and team skills. This includes communication skills, particularly when interfacing with all levels both with customers and stakeholders in the organization.
- Ability to negotiate budgetary and scope restrictions or changes installers, sub-contractors etc. for a specific service agreement.
- Improve customer service experience, creates engaged customers and facilitates organic growth.
- Keep accurate records and document customer service actions and discussions.
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment.
- Monitor Customer Service Associates and evaluate their responses and handling of customer queries and concerns, offering training/development for improvement where needed.
- Keep ahead of industry's developments and apply best practices to areas of improvement.
- Ensure the overall satisfaction and loyalty of all customers.
- Strong negotiation and timely problem-solving skills.
- Experience in managing costs and resources, focusing on process quality, standards, tools and metrics to drive efficiency.

COMPETENCIES:

- Customer Service
- People Management
- Staffing
- Planning/Scheduling
- Developing Standards
- Communication
- Process Improvement
- Decision Making,
- Tracking Budget Expenses
- Analyzing Information
- Help Desk Experience
- Emphasizing Excellence
- Creativity and innovation.

EDUCATION & EXPERIENCE

- Minimum 5 years' experience managing a customer centric business unit/team.
- Industry leading customer service experience and track record in post-sale customer interactions and support.
- Business acumen and maturity as an operations' professional.
- Technical background as it relates to signage electrical systems, sign fabrication, production flow and field service and maintenance operations is essential.
- Ability to rapidly diagnose information and establish an action plan to quickly address customer issues.
- Understand contractual obligations and assignments and put them into practice and process with the team.
- Working knowledge & experience with analytics from a financial and operations performance perspective (Key Performance Indicators).
- Excellent process knowledge with respect to customer service business flow and company ERP system

KEY RELATIONSHIPS

INTERNAL

- Reports to Director of Operations & General Manager
- Works closely with:
 - Project Management Team
 - Orillia, critical stakeholders including Plant Manager
 - Project Management leaders across the Company
 - Directors of Operations across the Company
 - Sales Directors & Executives
 - Functional Managers, including Senior and Mid-Level
 - Finance and leasing teams

EXTERNAL

Suppliers, Partners, installers, customers, sub-contractors

To apply, please send your resume to hr@pattison.com before November 19, 2021