

PRECISION COUNTERTOPS

Customer Service Installation Manager

Precision Countertops is now accepting applications for the Wilsonville **Customer Service Installation Manager**.

Duties & Responsibilities:

The successful candidate will be charged with continuing to develop Scheduling, installation and installation services in Portland Precision improving the customer service function by establishing goals, improving processes and promoting a positive, customer centric environment.

Job Requirements:

We are looking for an experienced team leader with a successful history of developing people, systems and processes in a customer service department. This individual must be a team player with the ability to focus on client fulfillment. Additional qualifications include:

- Ability to set and obtain performance goals for customer service and productivity.
- Ability to interact with customers in a positive manner. Ability to handle and resolve conflict and disputes.
- Experience working with and developing direct reports
- Ability to improve processes and procedures based on organization goals.
- Ability to prioritize day to day responsibilities and work under pressure.
- Excellent oral and written communication skills.
- Strong computer and analytical skills.
- Prefer experience with home improvement industry esp. countertops, cabinets, flooring, or millwork products.
- 2+ years experience in a customer service supervisory role is preferred.

To be considered for this position, please submit resume and cover letter, in Word format, to mike.p@precisioncountertops.com or fax to 503-855-2078.

Applications for this position will be closed on Thursday 02/25/2010

Precision Countertops is proud to be an Equal Opportunity Employer