



Customer Experience Team Lead

Metalcraft, a 70-year-old, employee-owned company headquartered in Mason City, Iowa, is seeking an experienced Customer Service professional to lead our Customer Experience team. The Customer Experience Lead has responsibility for leading the team and providing support to representatives, customers, and prospects pertaining to special samples, quotations, orders, and customer administrative functions within the Customer Experience department.

Major Duties:

- 1) Act as a lead for Customer Experience Team
 - a) Coordinate work schedules
 - b) Assist with interviews and recommend department hires
 - c) Perform job analyses of team
 - d) Develop and implement process improvements for team
 - e) Responsible for overseeing completion of team rocks and issues
 - f) Responsible for development of team metrics
 - g) Coordinate backup responsibilities
 - h) Coach members to meet "Frank" promises
- 2) Adhere to ISO Standard
 - a) Write and maintain standard work procedures.

Customer Service

- 1) Provide phone reception for seven-line phone system.
- 2) Perform all customer support duties per procedure to qualified accounts as determined by Go-to-Market Strategy:
 - a) Quotes
 - b) Sending special samples
 - c) Handling complaints
 - d) Orders
 - e) Proofs
 - f) Special support letters and communication
 - g) Update CRM software per procedure
 - h) Maintain customer and lead CRC modules per procedure
 - i) Support large accounts
 - j) Update ZOHO per procedure
- 3) Work on team, VP of Marketing & Customer Experience projects
- 4) Create production ready excel files from customer's data files
- 5) Follow and adhere to Traction, V/TO system, including developing "rocks" and "issues" and accomplishing "rocks" per plan
- 6) Adhere to customer centric principles including our three promises and taking care of "Frank."

Requirements:

- Minimum 3 years of relevant work experience
- Experience Leading/managing a team and training others
- Proven written and verbal communication skills
- Must be able to multi-task and work on multiple projects at one time

- Sophisticated problem-solving skills, including the ability to diffuse situations and immediately offer solutions.

In addition to being rock-solid and rapidly growing, Metalcraft is recognized throughout North Iowa as a Top Workplace. We are an Employee-owned company (ESOP) that offers competitive pay, comprehensive benefits, an advanced manufacturing environment, and a challenging/rewarding team-based culture.

If you are looking for a rewarding career with a company that values your abilities, come grow with us!

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