

Job Title: Team Lead, Customer Service

Job Type: Permanent, full-time

Division: Bennington

Reporting to: Supervisor, Customer Service

Summary:

This full time position reports to the Supervisor, Customer Service. The Customer Service Team Lead will be responsible for assisting with training of Customer Service team members, including reviewing their work when required and providing support on complex Customer Service matters. They will provide the Customer Service team members with guidance on customer inquiries, including sales, buyouts, trade-ups, plating and insurance. They will take escalated calls and make every attempt to resolve the matter prior to it being passed on to management.

Requirements:

The successful applicant will have a strong attention to detail and have the ability to work well under pressure and tight deadlines. A positive attitude with the ability to work well both in a team environment as well as individually is crucial. The applicant must be able to remain calm under pressure in a deadline oriented environment, with the capability to effectively manage competing priorities and timelines.

The successful candidate must be organized and accurate. Strong written and oral communication skills are required and proficiency in Microsoft Office is a must.

Qualifications:

The successful candidate must have a minimum of 3+ years' experience in a customer service (or related) function and at least 6-12 months as a Customer Service Representative at Bennington. A university or college degree with a business background is preferred (or equivalent work experience).