



Customer Service Manager – Matamoros, Mexico

DeltaTech Controls is a leading global supplier of advanced operator controls and integrated systems for the off-road vehicle, motorcycle and medical equipment markets. We are a dynamic and growing company that partners with the industry's leaders to provide differentiating next generation controls. Core products include vehicle electronic control systems, electronic joysticks, multi-function grips, and electronic displays.

We have an exciting opportunity for a **Customer Service Manager** to join our accounting team at our **Matamoros, Mexico plant.**

As a **Customer Service Manager** you will be responsible for;

- Maintaining professional working relationships with all customer contact points.
- Develop and implement customer service policies and procedures.
- Define and communicate customer service standards and processes.
- Develop and maintain tracking metrics related to customer service outputs.
- Monitor accuracy of reporting and database information.
- Direct the daily operations and expectations of the customer service team.
- Manage the evaluation of performance of Customer Service staff.
- Identify and address staff training, coaching and mentoring needs.
- Handle complex and escalated customer service issues.
- Provides issue identification, prioritization, resolution and tracking through resolution.
- Ensures all customer service requests and issues are resolved in a timely manner.
- Leads DTC team to achieve superior customer service ratings at all Key Accounts.
- Plan, prioritize, and delegate work tasks to ensure proper functioning of the department.
- Ensure the necessary resources and tools are available for quality customer service delivery.
- Identify and implement strategies to improve quality of service, productivity and profitability.
- Communicates information as needed to team members and management to ensure success.
- Liaise with company management to support and implement growth strategies.
- Ensure budget reporting and responsibilities are met.

Qualified candidates will possess the following;

- A four (4) year College degree, preferably in Business.
- Must speak and write English proficiently.
- A minimum of two (2) years experience business to business customer service management.
- A minimum of three (3) to five (5) years of business to business customer service experience.
- A minimum of seven (7) years of advanced conversational and written English proficiency.
- Experience and in-depth knowledge of a manufacturing environment – Electronic manufacturing a plus.
- Ability to perform complex work requiring a high degree of original thinking and independent ruling.
- Proficiency with Microsoft Word, Excel, and Outlook.
- Ability to use the internet and internet applications.
- Excellent oral and written communication, phone and email etiquette, and problem solving required
- Ability to develop and maintain positive working relationships with external and internal customers, suppliers and employees.
- Candidates will clearly understand the customer dynamics and be able to anticipate and change needs and act/react quickly to new situations.

- Candidates will focus on service the customer by demonstrating a strong sense of urgency, dedication, courtesy, accuracy, trust and efficiency.
- Strong decision making, planning, problem solving, presentation and organizational skills.
- Detail oriented with an ability to prioritize workflow.
- Employ problem solving skills, providing solutions and resolutions to customers' concerns or issues in a thorough manner.
- Demonstrated leadership and management skills with a strong desire to constantly achieve success.
- Demonstrated ability to teach, influence, train and mentor individuals and a team.

Qualified candidates may submit their resume with salary requirements to;

DeltaTech Controls

Attn: Human Resources

5288 Valley Industrial Blvd. S.

Shakopee MN 55379

Fax: 952-233-9755

Email: resume.submissions@deltatechcontrols.com

www.deltatechcontrols.com