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Customer Service Project Manager

Description

Ensuring that the Company is consistently providing quality service to all customers, constantly looking at ways to improve project efficiencies and the overall productivity by tracking tasks, completion, and other metrics.

Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core duties and responsibilities include the following. Other duties may be assigned.

- Process design requests and submit to interior design team.
- Submit design reviews and quote completions to customers for review and signature approval.
- Communicate with departments to ensure design, manufacturing, purchasing and accounting are aware of project requirements.
- Answer customers' inquiries promptly and keep them informed of order status, project progress (including any changes) and completion date. Be the customer's advocate.
- Partner with the shop to verify the progress of the jobs.
- Create a tracking system to communicate progress of project tasks and timelines.
- Communicate in a positive and professional manner when partnering with customers and employees.
- Respond timely to service and warranties for internal and external customers
- Assist in answering phone calls so no inbound calls go to voice mail.
- Manage and prioritize competing demands. Be flexible to changes and delays.

Hiring organization

SCI - CREATE CUSTOM SPACE

Employment Type

Full-time

Job Location

125 Connell Ave, 60436, Rockdale, IL

Date posted

February 5, 2024

Valid through

01.12.2023