



Title: Director – Customer Service and Quality (Household Goods)

Location: Stratford, CT

Status: Full Time

Level: Experienced

Relevant Experience: 5-7 years, General Management & Quality Management

Job Responsibilities

- Personnel management including hiring, supervision and performance evaluation.
- Budget preparation, business planning and productivity analysis.
- Training, coaching and developing all stakeholders in the relocation process.
- Responsible for setting team goals and objectives. The individual will manage the associated quality measurement reports and implement actions to ensure goals are being met.
- Superior customer service skills are necessary for communication with corporate accounts and customers.
- Manage Service Level Agreements for key accounts. The individual will be accountable for the timely resolution of problems and outstanding issues.
- Prepare service quality reports by collecting, analyzing and summarizing statistical information.
- Complete root cause analysis and the implementation of a corrective action plan when quality issues arise.
- Manage the relocation claims process and develop areas of performance improvement.

Minimum Requirements

- Bachelor's degree in Business or the equivalent amount of related experience.
- Demonstrated ability to manage and supervise a staff team.
- Experience in a high paced service environment.
- Good communication skills with the ability to lead and coach individuals that hold various positions within the organization.
- Demonstrate an ability to gain cooperation and acceptance of ideas or proposed initiatives.
- Proficient in MS Office products Word, Excel and Power Point. Experience with MS Access, MS Project and database development is a plus.
- General knowledge of statistical analysis, defect analysis and an understanding of how to apply these methods is a plus.
- Proven project management skills.

Compensation

Compensation is highly competitive and includes base salary with bonus potential. William B. Meyer, Inc. provides medical and dental coverage, 401K, profit sharing and a generous vacation package. Please send your resume to information@williamsbmeyer.com.