

Vortex Optics Customer Care Manager

Job Type: Full-Time – Avg. 40 hours per week

Location: Middleton, WI

Department: Customer Care

Compensation: Salary + Full Benefits

Contact: Maura Starkey at careers@vortexoptics.com

Every product that leaves our door is covered by our Vortex Very Important Promise Warranty. The Vortex VIP Warranty simply means, if you ever have a concern, problem or want to order a Vortex product, you will be met with a customer service experience that will exceed all expectations! Our promise is unlimited, unconditional and lasts a lifetime. We are looking for a Customer Care Manager to champion what we consider our most important value, PUTTING THE CUSTOMER FIRST!

In this role, you will be responsible for providing unprecedented customer service for Vortex Optics. You will help us interact with customers via phone, email and on occasion, face-to-face. You'll work scheduled shifts with the expectation of being flexible and available as needed. You can expect to answer between 30-50 emails per day and answering between 10-12 call escalations. We are looking for someone who loves helping customers, enjoys leading a team, and has a passion for helping grow Vortex Nation!

What You'll Be Doing

- Train Vortex Customer Care agents on creating an exemplary Customer Care experience through verbal and written communication
- Partner with our leadership team to design strategies on continuing to grow an industry-leading service delivery model
- Design processes to communicate meaningful customer feedback to Marketing, Sales, Operations and Product Development teams
- Manage internal and external expectations, ensuring daily project deadlines and priorities are met within all teams/departments to meet or exceed customer expectations
- Partner with department leaders to identify and track relevant KPI data
- Design, implement and execute escalation protocol/process for customer returns and product interventions
- Resolve all call escalations in a professional and timely manner
- Lead employees through effective hiring, orientating, mentoring and coaching. Provide ongoing recognition, feedback and development, holding staff accountable for a positive customer experience
- Work is performed under limited supervision with considerable latitude for the use of initiative and independent judgement

Experience and Skills Needed

- 2-3 years of team supervisory experience
- 3-5 years of experience in customer contact, customer service, and/or account management
- Proficient in Microsoft Office; Word, Excel, PowerPoint, Outlook

- Possess a high degree of initiative and motivation; a willingness to help fellow Vortex departments and customers
- Must demonstrate strong communication and interpersonal skills
- SAP experience preferred

What's In It For You

- Great medical and dental benefits
- Paid vacation and holidays
- Dynamic and dedicated team
- Casual and flexible work environment
- Employee discounts on industry leading products
- The ability to chart a long-term career path

Sound Like a Good Fit

We'd love to talk to you! Please submit the following to apply

- Resume (including years of employment for each position)
- Cover letter explaining
 - Why you want to work in Customer Care
 - Why you want to work at Vortex and not somewhere else

*Must already be authorized to work in the United States on a full-time basis for any employer

**This job is based in Middleton, WI with an anticipated move to Barneveld, WI early next spring

About Vortex Optics

Vortex Optics is a dynamic, growing and fast-paced organization, focused on providing our customers with an experience unsurpassed by anyone. Our employees thrive in situations that require demonstrating our core values:

Customer is King
Willingness to Shovel Snow
Long-Term Thinking
Family
Appreciation
Innovation