



Job Title: Working Customer Service Team Leader
Reports to: Chief Operating Officer
Location: Hybrid/In-Person/Remote (**Blue Bell, PA**)

OUR COMPANY:

Building upon a heritage of more than 160 years, Jacob Stern & Sons / Acme-Hardesty prides itself in our commitment to lead with compassion, humility, and a sense of humor. This is why our employees provide solutions where others may only see problems. We are a uniquely peculiar company offering refuge to professionals who value respect and dignity rather than the status quo.

Have you ever wondered what it would be like to operate in an environment that rewards those who are passionately curious? It may just be time for you to escape the "daily grind" and join the Acme-Hardesty family. Embrace the change that results from lifelong learning and open collaboration. Take a closer look at Acme-Hardesty.

Acme-Hardesty Co., a division of Jacob Stern & Sons, Inc., is in Blue Bell, Pennsylvania and has evolved today into one of the largest distributors of renewable palm oil derivatives, castor oil and its derivatives, glycerin and preservatives and surfactants. The business serves as the bridge that connects suppliers in Southeast Asia, the Middle East, and South America with customers in North America. Acme-Hardesty brings essential materials, needed by thousands of manufacturers, to create products that benefit millions of consumers.

POSITION OVERVIEW:

We are looking for a Working Customer Service Team Leader to join our dynamic and fast-paced customer service department. The ideal candidate will have a passion for delivering excellent service to our customers, as well as leading and developing a team of customer service account specialists.

RESPONSIBILITIES AND ACCOUNTABILITIES:

- Managing a team of five customer service account specialists, including hiring, training, coaching, performance evaluation, and feedback.
- Enhance and be a champion of the Acme-Hardesty culture.
- Handling escalated customer inquiries, complaints, and issues in a professional and timely manner.
- Monitoring and analyzing customer service metrics, such as customer satisfaction, retention, and loyalty, and implementing strategies to improve them.
- Creating and updating customer service policies, procedures, and best practices, and ensuring compliance with company standards and regulations.
- Collaborating with other departments, such as sales, marketing, and product development, to provide feedback and insights from customers and to resolve cross-functional issues.
- Working as a customer service account specialist for 50% of the time, providing friendly, courteous, and efficient service to our customers via phone, email, or chat.

- Processing customer orders, payments, returns, and refunds, and verifying customer information and eligibility.
- Answering customer questions and providing information about our products, services, features, and benefits.
- Identifying customer needs and preferences and recommending solutions that match their expectations and goals.
- Building and maintaining positive and long-term relationships with customers and ensuring their satisfaction and loyalty.

KNOWLEDGE, ABILITIES, AND SKILLS DESIRED:

- Bachelor's degree in business, logistics, supply chain, marketing, or technical discipline preferred.
- Minimum 8+ years' experience in a Customer Service position, working for mid-sized distributor or manufacturing company, preferably in a leadership role.
- Excellent communication, interpersonal, and presentation skills, and the ability to communicate effectively with customers, team members, and other stakeholders.
- Strong problem-solving, decision-making, and conflict-resolution skills, and the ability to deal with ambiguity and uncertainty.
- Advanced interpersonal skills showing a high level of emotional intelligence, empathy, and compassion.
- A customer-oriented mindset and a passion for delivering exceptional service.
- Excellent computer acumen in Microsoft 365 Office, enterprise resource planning (ERP) system, and contact management software (CRM).
- Experience in Process Documentation and Improvement
- The ability to implement Change Management initiatives within the team and the company.
- Flexibility, adaptability, and willingness to learn and grow in a fast-paced and changing environment.
- Must be highly organized and have the ability to multi-task.
- The ability to influence others even when not in a position of authority.
- Strong desire to identify and grow top talent in our Customer Service organization.

CORE COMPETENCIES

Leadership of Groups

The ability to provide direction and guidance to a group of people and to encourage cooperation between team members in order to attain an objective.

Customer Orientation

The ability and willingness to find out what the customer wants and needs and to act accordingly, taking the organization's costs and benefits into account.

Attention to Detail

The ability to process detailed information effectively and consistently.

Innovative Power

The ability to direct one's inquisitive mind toward initiating new strategies, products, services, and markets.

Managing

The ability to manage and take charge of employees in order to enhance their performance; defining targets and providing appropriate means; controlling progress and correcting employees.