



Team Lead

Location: Rancho Cordova, CA

Department: Customer Service

Employment: Monday through Friday 11am to 8pm

About Our Company

Come work for a great company with strong employee retention and a team of industry veterans with true passion for what they do. GSO, a General Logistics Systems Company, is a leading regional delivery carrier, which has been providing Priority, Ground, and Freight services throughout the West since 1995. Thousands of companies across all industries rely on our company to deliver time-critical packages and documents every day because we have an amazing team that goes the extra mile for our customers. We are always looking to expand our team with like-minded professionals, therefore if this job might be a good fit for you, send us your resume.

Position Summary

As a Team Lead, you will be part of the Customer Service Leadership Team and GSO's exciting expansion delivering solutions into new markets.

We are looking for a reliable, detail oriented, and hard-working individual. You will oversee a group of Customer Service team members working with customers and internal teams. Our ideal candidate is a great communicator, excellent listener, self-motivated a natural problem solver, and a great multi-tasker who is able to work in a fast paced, dynamic environment. You will have previously worked in a call center, preferably with leadership experience.

We are relentless in our pursuit to create a world-class experience to every customer. Are you ready to join an exciting and growing organization with competitive rates, health, dental, vision and 401k benefits?

Responsibilities & Duties

- Promote a "customer first" environment at all times. Whatever it takes Mentality.
- Provides daily direction and communication to assigned Customer Service Team.
- Prepares call center representatives to respond to customer questions and complaints and troubleshoot problems with services or products. Customer interactions must be handled with diplomacy and tact.
- Coach, train and monitor representatives to ensure an understanding and compliance with all call center objectives, performance standards, and policies.
- Meets expectations for Service Levels to assigned team
- Push yourself and the team by recognizing and suggesting areas of improvement.
- Build fun and welcoming client relationships
- Preparing reports and analyzing data to assist management as they determine call center goals.
- Working with other supervisors and team members within the call center and company to support agents and maximize customer satisfaction.
- Assists leadership team with daily operation of the Call Center, including the development, analyses and implementation of staffing, training, scheduling and recognition programs.
- Keeping accurate, concise and detailed records. Updating systems with appropriate journal entries of activities, escalations and more complex and/or high priority problems when needed.

- Demonstrate software understanding, ability to multi-task in various software programs including Excel, Outlook, and Word. Detail oriented.
- Great Attitude and Enthusiasm with High Energy!
- Demonstrated ability to be organized, take initiative, and follow up independently
- Must have a good command of the English language in order to provide effective phone, desk side, and email support.

Qualifications Needed:

- Must have a proven track record of customer service call center experience
- Exceptional verbal and written professional communication skills
- Working knowledge of Microsoft Office (Excel, Word, Access and Outlook)
- Excellent telephone personality skills
- Excellent organization and presentation skills
- Excellent time management skills
- Highly energetic, motivated self-starter
- Decision-making, problem resolution and creative thinking skills
- Highly proficient with Microsoft Office (Outlook, Word, Excel) required
- Bachelor's degree (BA/BS), preferred
- 2-5 years business-to-business customer service experience
- Must be authorized to work in the United States

Benefits for Full-Time Employees

- 401K with employer matching
- Healthcare benefits
- Dental, Vision and Life AD&D coverage
- PTO & Sick Leave
- Direct Deposit

To Apply

Please email your resume and cover letter to nfistner@gso.com.

EEO Commitment:

GSO, a General Logistics Systems Company, is an Equal Employment Opportunity (EEO) employer and is committed to a diverse workforce. We welcome all qualified applicants to apply to at GSO and we strive to select the best-qualified applicant for each position in our organization. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected by federal, state, or local law. GSO complies with all laws and regulations relating to employment discrimination, and are always committed to doing what is right.