

# Customer Service Assistant Manager

**Location:** Rancho Cordova, CA

**Department:** Customer Service

**Employment:** Full Time

## 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 providing Priority, Ground, and Freight services throughout the West since 1995. Thousands of companies across all industries rely on GSO, a General Logistics Systems Company to deliver time-critical packages and documents every day. We're looking to expand our team with like-minded professionals.

## Position Summary

As the Customer Service Assistant Manager – you will be part of GSO's Leadership Team building a call center which delivers a world class customer experience. The Customer Service Assistant Manager is a critical role within the leadership team, responsible for providing a productive and motivating working environment and a high level of customer experience satisfaction.

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 pay, health and 401k benefits.

## Responsibilities & Duties

- Foster and maintain a positive work environment for all teams
- Designated point person for Senior Leaders from Key Accounts
- Manage call center in absence of manager
- Oversee projects and initiatives for the call center
- Control resources and utilize assets to achieve qualitative and quantitative targets
- Develop and manage internal service level standards to deliver high level customer experience
- Collaborate with leaders to recruit, mentor and develop call center agents and nurture an environment where they can excel through accountability and empowerment
- Ensure policies and procedures are followed to produce high quality customer experience and that reflect industry best practices
- Support the achievement of effective and measurable metrics ensuring delivery of customer service efficiently and cost-effectively
- Utilize internal systems to capture and report on service metrics, including any customer feedback or trends in product or services.
- Produce internal quality reporting that will be shared cross-departmentally to support the strategic development of service and operational requirements.
- Identify and take action to improve the department's operating methods and procedures
- Performs other job related duties as assigned

**Qualifications Needed:**

- Bachelor's degree (BA/BS) in Business or related field, preferred
- Must have proven track record of customer service management in a call center environment
- 2-5 years business-to-business customer service 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
- Working knowledge of Salesforce preferred
- Highly proficient with Microsoft Office (Outlook, Word, Excel) required
- Must be authorized to work in the United States

**Benefits for Full-Time Employees**

- 401K with employee matching
- Healthcare benefits
- PTO/Sick Leave
- Direct Deposit

**To Apply**

Please email your resume and cover letter to [careers@gso.com](mailto:careers@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, a General Logistics Systems Company 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, a General Logistics Systems Company complies with all laws and regulations relating to employment discrimination, and are always committed to doing what's right.