

# Inside Sales & Customer Service Manager

**Cimarron Label** is a national leader in innovative labeling solutions and currently has an opening for an **Inside Sales & Customer Service Manager**.

The **Inside Sales & Customer Service Manager** will need to have prior inside sales experience and proven leadership experience in order to provide quality service to our customers and to guide our CS team. The ideal candidate should have prior inside sales/management/customer service experience, strong technical skills, and effective communication skills. The Inside Sales and CS Manager will need to be able to collaborate with multiple departments, customers and vendors and to form effective relationships with all entities.

Cimarron offers a great work environment and fosters a culture of teamwork, employee engagement, performance excellence and customer advocacy.

- **This is a hybrid position which will have a combination of sales account responsibilities and customer service department management duties. This is an onsite position – Sioux Falls, SD.**

## **Key Responsibilities:**

- ◆ Will work directly with designated customer accounts to ensure positive customer outcomes and to help drive sales growth.
- ◆ Communicate with customers by phone or email concerning orders, returns, shipments and products.
- ◆ Enter customer information and specifications into computer software.
- ◆ Build positive relationships with clients and be able to investigate and manage customer issues to ensure effective and long-term problem resolutions and increase customer loyalty.
- ◆ Oversee and guide the day-to-day activities and operations of the Customer Service Department.
- ◆ Organize and balance account responsibilities by monitoring and designating workloads to customer service representatives.
- ◆ Work with team to develop action plans for improvements on quality, productivity and performance of customer service unit.
- ◆ Confers with production, engineering, graphics, shipping, quality, estimating and warehouse in meeting customer requirements.
- ◆ Supports projects from idea, creation, manufacture and shipping.
- ◆ Actively pursue opportunities for efficiencies within the department with technology, processes and staffing models.
- ◆ Perform employee reviews.
- ◆ Represent the needs of the customer service department.
- ◆ Maintain all customer Master Files and information per each customer's specification; maintain organized filing system.
- ◆ Must comply with all company policies, follow all Standard Operating Procedures (SOP's) related to job function and Good Manufacturing Practices (GMP'S).

## **Knowledge / Skills:**

- ◆ High School diploma or general education degree (GED).
- ◆ 5+ Years of prior inside sales experience, management and/or customer service management experience preferred.
- ◆ Knowledge of basic printing production and job flow.
- ◆ Understanding of customer relations, time management, problem resolution theories and techniques.
- ◆ Ability to work under pressure in meeting urgent deadlines.
- ◆ Leadership qualities.
- ◆ Computer literate to include Word and Excel.
- ◆ Professional ethics including telephone etiquette and excellent communication skills.
- ◆ Commitment to company values.

Cimarron Label offers a comprehensive benefits package including competitive wages, medical / dental / life insurance, PTO, paid holidays, STD, LTD, and 401(k) and profit sharing program.

**To apply, send resume to:**

**Cimarron Label  
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Sioux Falls, SD 57107  
HR@cimarronlabel.com**