

## **CUSTOMER SERVICE AND OPERATIONS MANAGER JOB POSTING**

The Customer Service and Operations Manager will support Families Forever achieve its vision, To bring life changing skills to families so they can be strong and thrive. This position reports to the Executive Director and will collaborate with the executive management team to develop and implement plans for the operational infrastructure including systems, processes and employee training.

### **Responsibilities:**

- Hires, trains and evaluates a team of customer service representatives
- Maintains relationships with current clients and ensures that the clients' needs are being met in accordance with corporate guidelines and standards
- Researches and manages daily client service issues regarding staff, processes, procedures, client needs, budgetary needs and company objectives
- Monitors existing operations and implements strategies, processes, and technologies to generate higher productivity, operational efficiencies and increase revenues and profitability
- Develops a knowledge management system that ensure maximum sharing of information and learning throughout the organization

### **Qualifications:**

- Agreement and commitment to Families Forever mission statement
- Graduate Degree, 10 years of professional experience in a general management role, ideally in a fast paced environment
- Experienced in setting priorities, shaping processes, investing in people and systems, developing an infrastructure
- Excellent communication and customer service skills
- Understanding of project management; works well under pressure to meet tight deadlines, within budget
- Provides leadership, coaching, mentorship and management support to team and direct reports
- A successful track record in setting priorities, shaping processes and developing an infrastructure that creates more efficient, customer focused operations
- A consummate team player

### **How to Apply:**

Email cover letter and resume to [careers@familiesforever.org](mailto:careers@familiesforever.org)