



**POSITION TITLE:** Customer Service Manager  
**REPORTS TO:** Vice President of Lifecycle Services  
**LOCATION:** Wood Dale, IL  
**DEPARTMENT:** Lifecycle Services  
**POSITION TYPE:** Regular Full-time  
**DATE:** June 2026  
**FLSA STATUS:**  Exempt  Non-Exempt

This position description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential additional duties assigned by supervisors and the requirement for flexibility in helping others for the company's overall benefit.

### POSITION SUMMARY

We are seeking an experienced and results-driven Manager of Customer Service to lead our customer service representative (CSR) team. This role is responsible for overseeing day-to-day operations of a mid-sized call center environment, developing and coaching a high-performing team, and driving exceptional customer experiences in a complex, engineered-to-order (ETO) manufacturing environment. The ideal candidate brings a deep understanding of custom order processes, variable lead times, and technical product inquiries — and knows how to build a team that handles them with confidence and care.

### ESSENTIAL RESPONSIBILITIES

#### Team Leadership & Performance Management

- Lead, coach, and develop a team of Customer Service Representatives in a call center environment of 15–25 agents
- Set clear performance expectations, conduct regular 1:1s, and deliver timely, constructive performance reviews
- Develop and implement training programs to improve product knowledge, order management proficiency, and customer communication skills
- Foster a positive team culture grounded in accountability, continuous improvement, and customer focus

#### Call Center Operations

- Manage daily call center operations including staffing, scheduling, queue management, and escalation handling
- Monitor and analyze key performance metrics (AHT, FCR, CSAT, abandonment rate, SLA adherence) and drive improvement initiatives
- Develop and maintain standard operating procedures (SOPs) and call-handling guidelines
- Partner with IT and operations leadership on telephony platforms, CRM systems, and workforce management tools

#### Engineered-to-Order Customer Support

- Serve as the customer-facing escalation point for complex order inquiries, including lead time, configuration changes, order status, and technical clarifications
- Collaborate closely with engineering, production planning, sales, and logistics teams to manage customer expectations and resolve order issues proactively
- Ensure CSRs are equipped to communicate order timelines, change order implications, and customization constraints clearly and accurately
- Champion process improvements that reduce order-related friction and improve on-time delivery

communication

### **Customer Experience & Continuous Improvement**

- Own the customer satisfaction program including CSAT/NPS tracking, feedback analysis, and action planning
- Identify trends in customer complaints and order issues; surface root causes and drive cross-functional corrective actions
- Lead or support implementation of new tools, processes, or systems that improve CSR efficiency and customer experience

### **POSITION SPECIFIC COMPETENCIES**

- People Leadership — inspires trust, develops talent, and holds teams accountable with consistency and fairness
- Customer Orientation — relentlessly focused on delivering a positive customer experience even in complex, technical situations
- Operational Discipline — manages metrics, processes, and systems with rigor and a continuous improvement mindset
- Cross-Functional Collaboration — builds strong relationships with engineering, operations, sales, and logistics to solve problems quickly
- Adaptability — thrives in dynamic environments with shifting priorities, order complexity, and evolving customer needs

### **POSITION REQUIREMENTS**

- 5+ years of progressive customer service experience, with at least 2 years in a management or supervisory role
- Demonstrated experience managing teams in a mid-sized call center environment (15–50 agents)
- Background in an engineered-to-order, configure-to-order, or custom manufacturing business
- Strong understanding of order management lifecycles, including quoting, order entry, production coordination, and delivery
- Proven track record of building and developing high-performing customer service teams
- Proficiency with CRM and call center platforms (e.g., Salesforce, Zendesk, Five9, Genesys, or similar)
- Excellent written and verbal communication skills; able to translate technical details into clear customer-facing language
- Strong analytical skills with experience using call center metrics to drive performance and process improvements

### **PREFERRED QUALIFICATIONS**

- Experience in an industrial, machinery, packaging, capital equipment, or similarly technical product environment
- Familiarity with ERP systems (SAP, Oracle, Epicor, Infor, or similar) and order management workflows
- Bachelor's degree in Business, Operations, Communications, or related field — or equivalent combination of education and experience
- Six Sigma, Lean, or other continuous improvement training a plus

### **PHYSICAL REQUIREMENTS**

While performing the duties of this job, the employee is regularly required to stand for a minimum of 8 hours per day. The employee is frequently required to grasp, handle, and feel objects, control and manage tools, and use hands and arms. The employee is occasionally required to walk, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The

noise level in the work environment is usually moderate but at times loud. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential function.

**ADDITIONAL INFORMATION**

nVenia is a packaging machinery manufacturing and service organization widely known to have the widest selection of packaging technology under one roof and is dedicated to providing our distributors and end-users the highest quality product and support.

nVenia brings Duravant packaging leaders Arpac, Hamer-Fischbein and Ohlson Packaging together to create next-level packaging equipment integration and innovation. One name, in one location, with one shared focus: our customers and the problems we need to solve.