

November 2011

INTERNAL POSITION VACANCY ANNOUNCEMENT

Position Title: **Manager, Customer Service**

Classification: Category 7 (Exempt). Starting Salary Range \$47,927 to \$59,908 per annum.

Service Area: Membership Services

Reports To: Assistant Executive Director, Membership Services

Selection Procedure: Evaluation of written application materials, relevant education, experience, work samples, references. Personal/panel interview(s) of top-rated candidates.

Application Procedure: Applications will be accepted only from current CEC employees eligible for transfer or promotion. Each candidate must submit a current resume and cover letter to: Human Resources Manager, Council for Exceptional Children, 2900 Crystal Drive, Suite 1000, Arlington, Virginia 22202. Please submit via email to: Spedjob@cec.sped.org. Persons requesting accommodation during the application process should also contact the Human Resources Director.

Application Deadline: Continuous review of candidates. Applications accepted until position is filled.

For More Information: Visit our web site at <http://www.cec.sped.org>

Position Description Attached

The Council for Exceptional Children is an equal opportunity and nondiscriminatory employer. Applications from minorities, women, and individuals with disabilities are encouraged.

Authorized by: _____
Bruce A. Ramirez, Executive Director

Manager, Customer Service
Membership Services
Council for Exceptional Children

Purpose of Position:

The Membership Services Team provides leadership and direction for all membership, unit support, and customer service matters for the Association, including membership recruitment and retention; unit and leadership development; and customer service and support.

As part of Membership Services, the Customer Service Team provides a reliable, direct customer service for CEC products, programs, and services allowing members and customers to transact business, receive information, and provide feedback to the Association.

The Manager for Customer Service, under the direction of the Assistant Executive Director, is responsible for managing the Customer Service Team and directing matters related to providing high quality service and support for members and customers, for the Association.

Responsibilities

- ◆ Supervises and evaluates the performance of members of the Customer Service Team
- ◆ Oversees data/order entry, processing of transactions, and workflow with Accounting and Operations, related to membership enrollments/renewals, convention/webinar/event registrations, and publication/product orders;
- ◆ Develops, implements, and refines effective, efficient operating procedures and business rules related to the Customer Service Team;
- ◆ Develops, coordinates, and manages up-selling, cross-selling, and incentive programs and activities within the Customer Service Team to increase revenue;
- ◆ Collaborates with other CEC internal teams to gather, analyze, and report data related to the performance of Customer Service and the needs of customers;
- ◆ Serves as a resource and liaison for developing effective protocols and practices to support a culture of quality customer service organization-wide;
- ◆ Develops and provides orientation and ongoing coaching and professional development for Customer Service Team members;
- ◆ Develops metrics and employs performance improvement initiatives and best practices, to measure Customer Service Team performance and growth;
- ◆ Oversees fulfillment of customer requests for information, materials, forms, and resources;

- ◆ Performs all responsibilities and duties of a Customer Service Team member;
- ◆ Performs other duties, as assigned.

Qualifications:

- ◆ Education or experience equivalent to a bachelor's degree in management, business or a related area;
- ◆ More than five years progressively responsible experience in a sales, marketing, customer service, or call center environment;
- ◆ At least three years supervisory and training experience preferred, demonstrating competence in working with and developing a diverse staff;
- ◆ Experience with association management software; preferably iMIS;
- ◆ Strong customer service skills and support function experience in a comparable environment;
- ◆ Demonstrated ability to successfully use judgment, discretion, tact, and sensitivity in working with internal and external constituents;
- ◆ Strong oral and written communication skills;
- ◆ Demonstrated ability to use computer technology for word processing, spreadsheet management, database management, presentation programs, email, and Internet search and retrieval;
- ◆ Ability to build collaborative working relationships;
- ◆ Ability to flexibly and effectively respond to changing needs and priorities;
- ◆ Ability to travel out of town for annual meeting and other meetings as appropriate.