



## Job Description

**Position:** Customer Service Supervisor

**Reporting:** Reports directly to the Branch Operations Manager

**Purpose:** To support BarnSCO clients and customer base as well as outside sales department

**Duties and Responsibilities:**

- Provide ongoing support and direction to Customer Service Representatives to ensure accurate and complete order entry, processing, on-time delivery, and invoicing
- Interact with detailing, estimating, and outside sales, production, and shipping departments to maintain on-time delivery. Ensure customers' expectations are exceeded.
- Coordinate new customer requests for product samples, specifications, pricing, and availability with various departments, i.e. sales, production etc.
- Provide on-going direction, guidance, training, and support to staff which includes making personnel decisions on employee hire, compensation, evaluation, and disciplinary action.
- Strive to continuously improve the customer service standards by establishing, developing, and supporting plant goals and quality standards.
- Investigate and resolve customer complaints including billing issues or credit requests and communicate common problems to internal departments as necessary.
- Recommend changes and improvements to products, services, policies, and operations to better fulfill customer needs.
- Oversee the Dallas CSR & Inside Sales Team while supporting other locations by standardizing everyday procedures
- Daily/Weekly/Monthly reporting as needed
- Handle and generate sales/quotes with assigned accounts
- Aligning customers' goals with our solutions to achieve success
- Build and maintain reporting systems to track department performance
- Oversee showroom layout, stocking, cycle counting and overall organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, vendors, and the general public.
- Directly supervises all counter and inside sales personnel for the branch. Responsibilities include hiring, training, evaluation, coaching, discipline and termination of administrative employees. Employees will address and resolve complaints of branch administrative personnel.
- Ability to solve problems and deal with a variety of concrete variables in situations where limited standardization exists.

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Perform other duties as required

**Required Education & Experience:**

- 1-3 years of experience in customer service management
- Experience in building materials supply preferred
- Strong working knowledge of Microsoft Office Suite
- Epicor – BizTrack experience a plus
- Strong written and verbal communication skills
- Bilingual – English/Spanish (Preferred)

**Physical Demands:**

The physical demands described here are the representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Employees will be entering shop environment occasionally and must follow all standard safety procedures for the area.

**Work Environment:**

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

While performing the duties of this job, the employee is exposed to computer screens using keyboard functions and other hand usage.

**About Barnsco:**

Barnsco Texas, a member of the Kodiak Building Partners family, has been serving the concrete construction markets in Texas since 1984. We are a Texas-based company that offers rebar fabrication, full service post-tension, concrete construction supplies, and engineering services. Additionally, we provide equipment sales, rentals, and maintenance services.

At Barnsco Texas, our core values are at the heart of everything we do. We provide a unique environment that encourages individual growth and recognizes individual performance and hard work. Our management team is visible and accessible, ensuring effective communication. If you are seeking growth opportunities in a stable company, look no further than Barnsco Texas.

Please note that this job description does not imply that the listed duties are the only responsibilities of the employee(s) in this position. Employees will be expected to follow any other job-related instructions and perform any additional job-related duties as assigned by authorized personnel. Barnsco Texas is an equal opportunity employer. We consider all candidates for employment, regardless of their race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.

*\*\*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*