
Manager, Customer Relationship Center Montreal

Overview

Our client has a rich history that started with the self-drive of an entrepreneur in 1954. Today, they are the leading destination for custom window treatments, with stores in Quebec, Ontario and the US.

To support the explosion of our online sales and offer red-carpet service to each and every customer, we are looking for a Manager for our support center located in Rosemont.

What You Will Do

- Managing the CRC as if it was your own.
- Defining goals, best practices and rallying your team to achieve them.
- Developing your team, including 4 team leaders, and contribute to their professional success through coaching, training and mentoring.
- Fostering an exceptional culture where employees and customers are at the center of every decision
- Managing projects related to the development of each segment (shop-at-home, sales, scheduling, customer service, etc.)
- Building a coherent and, most importantly, useful dashboard
- You play an active role and are the driving force behind the center
- Customer experience comes before typical statistics
- Your team and customers are at the center of every decision you make, without scripts
- Time to learn business and industry through a comprehensive training program
- Opportunities to increase your responsibilities
- Autonomy to make decisions, experiment and make a real impact
- A long-term vision
- Better salary to reward your contribution

Skills & Qualifications

- You have significant experience in call center or customer care management
- You have had success in both sales roles and high-standards customer service roles
- You care about people, whether they are colleagues, clients or team members
- You know you can have a direct impact on the results of the center
- You're not afraid to take risks and experiment
- You are open to feedback and like to exchange ideas with your colleagues
- You speak perfect French and English

Your Next Steps

Email your resume in **word format** to jbross@radarhh.com Please quote **project #107007** in the subject line.
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We thank all those who submit their résumés. Only those selected for further consideration will be contacted.