

RESTORATION HARDWARE

JOB TITLE: Client Service Center Leader
DEPARTMENT: 804
REPORTS TO: Director
YRS OF EXPERIENCE: 5+

LOCATION: Tracy CSC
POSITION TYPE: Exempt
LEADS OTHERS: Yes

RESTORATION HARDWARE is one of the fastest growing and most innovative luxury brands in the home furnishings marketplace. We believe our brand stands alone and is redefining this highly fragmented and growing market. Restoration Hardware is positioned as a lifestyle brand and design authority, offering dominant assortments across a growing number of categories, including furniture, lighting, textiles, bathware, decor, outdoor and garden, as well as baby and child products. Our business is fully integrated across our multiple channels of distribution, consisting of our stores, catalogs and websites, www.restorationhardware.com and www.rhbabyandchild.com.

In everything we do, our philosophy is simple: We want to surround ourselves with what we love. We want to inspire laughter as well as thought. This is more than our way of finding and selling products; it's a way of life we highly recommend.

At Restoration Hardware we believe deeply that the “right” people are our greatest asset. We value people with high energy, who possess the ability to energize others. People who are smart, creative and have a point of view. People who see the answer in every problem, versus those who see the problem in every answer. People who are driven, determined, and won't take “no” for an answer. We value team players, people who are more concerned with what's right, rather than who's right.

Position Description:

Restoration Hardware is looking for a **CLIENT SERVICE CENTER LEADER for our CLIENT SERVICE CENTER location in Tracy, CA.**

The Client Service Center Leader (Manager) will play a central role in providing daily operational support for the Client Service Center, as well as fostering a team-oriented atmosphere within the department. The Leader will also be expected to adopt a role in the ongoing evaluation of service policies, to act as a liaison with other parts of the company, and to provide perspective in our efforts to create seamless customer service throughout the company. In conjunction with the Client Service Center Leadership, this position is responsible for ensuring that the Client Service Center represents the company and our customer service philosophy with the utmost integrity.

We believe leaders lead and don't accept status quo, not just "manage" and move things about.

Primary Responsibilities

- Work with Leadership to monitor effectiveness of service policies and practices.
- Focus on and improve specific areas of the business, including but not limited to: Training, Customer Escalations, Quality, etc.
- Manage customer service staff to ensure adherence to company CORE Values.

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- Provide advanced level service knowledge and ongoing training for all new and current advocates.
- Act as or assign appropriate mentorship for newly trained associates.
- Using appropriate forums disseminate information to Client Service Center as well as the rest of the company.
- Work with HR and Client Service Center Leadership to recruit, identify, and screen applicants for Customer Service Representative (CSR) positions.
- Work with HR and Client Service Center Leadership to identify opportunities for CSR's within the company for growth and development, and implement those opportunities
- Initiate and perform regular performance check-ins for CSRs and leads.
- Work with IT and Client Service Center Leadership to identify opportunities for Client Service Center efficiency and inter-departmental seamlessness.
- Perform and oversee all Client Service Center Service functions.
- Keep up working knowledge of Call Management System for call volume information.
- Maintain daily and weekly quality reports.
- Troubleshoot operational issues.

Skills Required

Job Related Competencies:

- Live and teach Our Core Values, Our Leadership Contract, and Leadership is a Choice.
- Excellent communication skills and strong ability to work in a fast-paced environment.
- Create a team-oriented work environment.
- Formulate and implement long-term strategies.
- Work with minimal guidance or supervision in a time critical environment.
- Proven ability to be flexible and quickly adapt to changing business needs and processes.
- Motivate and mentor team members by presenting new opportunities and challenges for additional development.
- Provide outstanding customer service through the support of escalated customer service issues.
- Defuse situations; strong problem solving skills and ability.
- Strong time management and multitasking ability.
- Proven ability to provide constructive feedback to others.
- Strong motivational and leadership skills.
- Demonstrated ability to coach and develop others to achieve desired results.
- Ability to make quick, accurate and appropriate decisions.

Technical Expertise:

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- Basic understanding of CRM and Client Service Centertechnology including: voice application arena, including T-1 circuits, ISDN, DSL, Voice Over IP (VOIP), Interactive Voice Response (IVR), Automated Call Distribution (ACD), Call Accounting Systems, PBX and Voice Mail Systems, XML, HTML, TTS, speech recognition, email coordination, workforce management software and audio scripting & editing.
- Proficiency in MS Office.

Education/Training:

- Strong Customer Service background
- 3+ years of progressive management responsibilities in a contact center environment.
- Luxury/high-end retail a plus.
- BA/BS degree a plus.

Schedule Requirements:

- This position oversees an environment that is open 7 days a week that will require a weekend rotation and some evenings.

Restoration Hardware is an Equal Opportunity Employer and does not discriminate against any applicant on the basis of race, color, religion, national origin, gender, marital status, age, disability, sexual orientation, military/veteran status, or any other status protected by Federal or State law or local ordinance.