



## Customer Service Manager

Mayco Colors- Hilliard, Ohio

Mayco Colors seeks to hire a Customer Service Manager to join its team at its Hilliard, Ohio facility. This role is responsible for managing all aspects of customer service in accordance to our quality and brand standards. This role directly reports to the Sales Director.

### What You Will Do | Role Responsibilities

Essential job functions, include but are not limited to,

- Oversees customer management, ensuring customers consistently receive outstanding service.
- Authorizes and ensures validity and accuracy of order processing.
- Supports sales goals with outbound calls and sales management of house accounts.
- Resolves any issues or problems on behalf of our customers.
- Works with warehouse and shipping departments to ensure customers are receiving orders timely and with high degree of accuracy.
- Analyzes customer service data to assess experiences, satisfaction and other trends. Recommends improvement opportunities as needed.
- Leads and develops direct reports including, but not limited to, assisting with recruiting, hiring, performance evaluations, staff training and development.
- Provides support to the sales team with generation and analysis of sales data.
- Ensures all quality, operational and safety standards and protocols are followed at all times.
- Completes other projects as directed or assigned.

### About You | Qualifications

Candidates who possess the listed skills and experience are encouraged to apply.

- Two or more years of customer service management experience including managing multiple direct reports and leading a team.
- Bachelor's or Associate's Degree is desired.
- Experience within fine arts is desired but not required. An ability to develop a strong passion for is required.
- Ability to thrive in a dynamic environment managing competing priorities and demands in a timely manner.
- Strong customer focus and customer service delivery knowledge and skills.
- Strong process management and problem-solving skills.
- Ability to successfully partner and collaborate across the organization with various departments and teams.
- Strong communication and interpersonal skills.



## About Us

Mayco, founded in 1954, produces ceramic glazes and products for artist around the world. Our mission is to ignite creativity and inspire ceramic artists at all levels of expertise. Through our award-winning techniques and highly praised educational programs, we spark imagination and encourage users to explore the world of ceramics and Mayco.

Our people are the heart of our company. Their passion for ceramics, dedication to our consumers and commitment to quality in everything we do is unmatched. The range of experience we have on the team includes manufacturing employees with over 30 years of service, former PYOP, clay and traditional studio owners, art educators with active teaching certificates, and recent Fine Arts graduates from several area colleges. This mix assures the preservation of our founding principles, infused with practical experience and fresh creative perspective and energy

We offer comprehensive benefits including a 401k plan with employer matching. To learn more about our company, please visit [www.maycocolors.com](http://www.maycocolors.com) .

To apply, submit a resume to **[careers@maycocolors.com](mailto:careers@maycocolors.com)**

*Equal Opportunity Employer*