



9650 South Franklin Drive, Franklin WI 53132 800-892-3755 jeffersonelectric.com info@jeffersonelectric.com

## Customer Service Manger

Jefferson Electric is a rapidly growing manufacturer of dry-type electrical transformers with a rich tradition of supplying products to various commercial and industrial markets. Jefferson continues that tradition today, manufacturing high-quality dry-type transformer products for our OEM and End User customers.

We are seeking an experienced **Customer Service Manager** to be part of our team located in Franklin, Wisconsin. The successful individual will provide the best possible service to customers, reps, engineering and manufacturing as well as providing administrative direction to the department.

Responsibilities include:

- Supervise and provide direction to Customer Service Team, including implementation of systems to increase productivity and communication
- Respond to customer inquiries and provide direction for returned goods requests
- Create reports for management on sales, customer changes, orders and billing

Qualifications include:

- Requires a high school diploma. A Bachelor's Degree in Communication or related discipline desired or equivalent work experience.
- A minimum of 5 years experience in a customer service environment and supervisory/leadership skills.
- Excellent verbal and written communication skills.
- Must have basic math skills including addition, subtraction, multiplication, division, fractions and decimals.
- Ability to define problems and apply reasonable solutions.
- Requires the ability to tactfully interact with customers, reps and others within the company including supervising others.

We offer a competitive salary and benefits package and the opportunity to work for a respected industry leader. Interested candidates should send their resumé along with salary requirements to [careers@jeffersonelectric.com](mailto:careers@jeffersonelectric.com).