



## Inside Sales Team Lead

In this role, you will be required to lead our team of Inside Sales Associates in offering our customers a FIVE-STAR customer experience. The Team Lead will assist in establishing Inside Sales objectives, provide Associates with opportunities to expand their knowledge of services, products, and appointment-setting techniques, analyze call data, and focus on improving performance and processes. The Supervisor must have a passion for delivering exceptional customer service and a strong commitment to continuous process improvement that drives exceptional customer experiences.

### Prerequisites:

- Minimum 1-2 years in customer care leadership/supervisory role
- Associate or Bachelor's Degree preferred
- Ability to work in a fast-paced, customer-focused call center
- Has a passion for delivering exceptional customer service
- Demonstrates strong customer service skills
- Create a fun, open, work environment for team members
- Ability to lead team members to results & grow as needed
- Supervise a team of individuals with differing levels of skill and enable them to achieve performance and quality standards
- Identify operating opportunities for continuous improvement and efficiencies
- Ability to display initiative and offer solutions to enhance team's performance
- Ability to interact with employees regarding personnel / performance issues and to handle issues with professionalism and maturity
- Displays strong interpersonal skills
- Excellent verbal and written communication skills
- Ability to multi-task and have strong attention to detail
- Ability to manage multiple projects while maintaining leadership responsibilities
- Ability to work extra hours as needed during the busy season (February – October)

## Essential Functions:

- Hire Inside Sales Team members in accordance to standards
- Lead team meetings
- Manage the daily operations of the team
- Communicate new or revised programs, product information, and proposed organizational strategies to enable team members to flourish
- Handle escalated calls from customers
- Train/Mentor team members
- Conduct monthly meetings with leadership on continuous improvement so that tools are available to provide the appropriate reports, statistics, and monitor logistics that will aid in serving our customers and achieve expectations
- Be an early warning system by focusing attention on customer complaints, and proactively communicating with respective departments
- Report weekly on team member & personal KPI's
- Report weekly on # of booked appointments

## About Marygrove

Marygrove Awnings, founded in 1933 with national headquarters in Livonia, Michigan serves our residential and commercial customers in multiple states with ready-to-install as well as customized awnings, facades, and shade systems.

Our goal is to give every customer a 5 star experience from contact to installation. Combining premium products with excellent service has been our go to since day one. When you buy from Marygrove Awnings you aren't just a customer, you are family.