

# JOIN OUR TEAM

## WE'RE GROWING!

Do you **CARE** about the details? Are you a team player who likes to **LEARN** new things? Do you **CRAVE** an environment of teamwork and enthusiasm? Do you believe that if something is worth doing, it's worth doing **RIGHT**? If this sounds like you, we would love to talk to you! We're a company with big ideas, big goals and a big heart. You would be helping connect people to each other and the world.

We pride ourselves on providing an exceptional customer experience, and believe it is what differentiates All West from our competitors. The Director of Customer Service is responsible for ensuring that exceptional customer experience by influencing strategies, plans and roadmaps for customer service. This position will partner with senior leadership, work closely with other departments, and challenge the status quo.

### Responsibilities:

- Partnering with senior leadership, develop strategic objectives for the Customer Service department.
- Develop departmental metrics based on goals and objectives.
- Improve the customer experience by evaluating service level data, company policies and procedures and implementing customer service strategies.
- Assist management in determining ways to reduce spend and improve outcomes.
- Identify trends and provide solutions to issues that may arise from internal and external customers.
- Communicate clearly and effectively to all levels to ensure customer needs and concerns are being addressed.

### Minimum Qualifications:

- Bachelor's degree in Business, or a related field
- Strong leadership skills
- Knowledge of management techniques
- Excellent communication skills
- Advanced computer skills, especially with Microsoft applications
- 5+ years management experience
- 5+ years Customer Service experience
- 3+ years Dispatch/Scheduling management experience
- Process Improvement/LEAN/Six Sigma experience, strongly preferred

What's in it for you? We offer the traditional medical, dental, life, PTO, 401K and FSA benefits. But we think you'll like our perks, too! Here are just a few:

- Live in our service area? No cost telephone, internet and TV
- 10 company-paid holidays
- Fitness and tuition reimbursement
- Tickets to area high school, college and professional sporting events and more!

All West is a drug free workplace, conducting pre-employment and random drug testing.