



SourceMark, LLC

302 Innovation Drive, Suite 410

Franklin, TN 37067

Job Description: Customer Experience Manager	
Department: Customer Service	
Reports to: Vice President of Finance	
Type of Position: Full-time	Hours: 40 hours per week

General Purpose:

The Customer Experience Manager is responsible for the daily activities of the Customer Service department to meet customer expectations through external and internal communications. The employee will be knowledgeable on department SOPs, product lines and key accounts in order to provide the expected level of service. The employee must be an organized multitasker, have a self-reliant attitude and be able to handle many tasks simultaneously while meeting deadlines.

General Description:

- **Management of Customer Account | Sales Order Process:**
 - Order entry
 - Credit hold process, price discrepancies
 - Backorder releases
 - Returns
 - Case setup
- **EDI:**
 - Knowledgeable of the EDI process full cycle (940,855)
 - Monitor EDI partner portals for issues and report to the Accounting Coordinator or Senior CEM as needed
- **Case Resolution**
 - Investigate and recommend case resolution by collaborating with Senior CEM, VPF and 3PL as needed
 - Operational Improvements – Review trends and make recommendations to enhance our client’s experience

General Oversight

- Responsible for new customer setup including EDI
- Management and follow-up of CRM cases
- Coordinate and manage the Demo/Evaluation schedule
- Oversee the CRM (customer relationship management) platform as it relates to key areas: case setup with proper documentation, hotlist, opportunities
- Provide month-end customer mapping support to the accounting team
- RX license, tax exemption renewal and sample fulfillment process



- Daily manage all communications received to the customer service department, via email or phone to provide timely responses
- Gain additional product knowledge from product development
- Assist in ad hoc reporting as needed
- Maintain strong internal department relationships
- Organize tasks that need to be achieved to meet agreed-upon commitments, taking into account resource requirements while scheduling, prioritizing activities, and anticipating problems
- Be customer-centric with all management, co-workers, customers, and distribution partner

Skills/Qualifications:

- Bachelor's Degree Preferred
- Minimum 3 years of customer service or related experience
- Proficient in Microsoft Word, Excel and Outlook preferred
- Oracle NetSuite and CRM experience preferred
- Excellent communication (written & verbal) and problem-solving skills
- High level of attention to detail, order entry, and review
- Highly motivated self-starter who can work independently as well as in a team-oriented environment.
- Ability to simultaneously manage multiple projects, resolve problems, meet deadlines and handle a fast-paced environment
- Occasional overtime

Physical Requirements:

May include minimal travel. Must be able to sit at a desk and work on a computer for extended periods. Must be able to lift 30 pounds without difficulty.