

Have you ever seen a Koozie with the name of your favorite band or performer at a concert? Have you ever seen a pen, a magnet, a calendar, a vacuum sealed tumbler, an award, a grocery bag, a ceramic mug, a backpack or duffel bag with a company logo or slogan? If you have, you very well may have seen products manufactured or decorated/imprinted by the amazing team at BIC Graphic. We are the behind the scenes company producing swag and promotional products for our customers. We have amazing brands and products, some of which are, Koozie™, BIC®, Triumph®, myCharge®, HoMedics®, Cocoon®, Leatherman® and more....and we want you to join our BIC Graphic Family!

Do you enjoy solving problems and providing customer service to others? Do you thrive in a fast-paced work environment where you deliver the best customer experience possible? Are you looking for an organization where your skills and achievements are recognized, and you have the opportunity to grow? Do you have the desire to learn about the promotional products industry in order to assist our customers? If you answered yes to any of these questions, keep reading!

Our OmniChannel Supervisor is Customer Obsessed and strive to provide a world class customer service experience with each and every customer interaction. Our Employees understand how to consistently exceed expectations and deliver. We interact with our customers through many channels, including email, telephone, chat and more and we are looking for folks who understand how to make personal connections with our customers and help ensure their orders are processed properly, on time and with a smile! This role will act as our Salesforce subject matter expert.

**Our ideal OmniChannel Supervisor candidate is awesome at the following:**

- A passion to help those in need; Excellence in Customer Service
- Strong desire to help and take ownership on seeing things through
- Curious, with a desire to always learn more, including strong problem-solving skills
- Ability to work as a team member, as well as independently with minimal supervision
- Effectively communicates, both written and verbally
- Troubleshoot basic and routine customer issues
- Ability to multi-task and adapt to changes quickly

**As an OmniChannel Supervisor, you will:**

- Support the site's business strategy by effectively leading and developing the Customer Relations Team
- Successfully partner with the Customer Relations Manager and the supervisory staff, they will ensure daily, weekly, and monthly metrics are obtained
- Lead projects to ensure timely completion of initiatives within the department
- Create and develop all Salesforce dashboards and KPI metrics needed to drive the Salesforce service cloud
- Partner with Sales and our external Customers on collaborative projects that encompass end to end integration to include Oracle through into Salesforce
- Provide coaching and development of employees through quality assurance, customer engagement, and Salesforce analytics
- Actively participate in supporting business strategy through the effective leadership, development of Customer Relations employees and partnership with members of the supervisory and management teams through multiple functional areas
- Develop and facilitate effective performance reviews to ensure employees understand their contribution to the site's business strategy, provide constructive feedback, and foster an environment of empowerment and accountability
- Coordinate workflows and assignments to ensure employees are meeting manufacturing ship-on-time requirements and goals
- Develop and maintain procedures and ensures department associates are properly trained to follow them

**Minimum Qualifications:**

- High School Diploma or Equivalent
- Salesforce experience required
- Project management skills
- Strong service mindset and demonstrated ability to think quickly and deliver results
- Strong verbal and written communication skills
- Able to demonstrate critical thinking and problem-solving skills
- Proficiency using a computer
- Ability to move quickly through multiple systems to find information and deliver a response based on findings
- Ability to show empathy to customers and deescalate issues with care and compassion

**Preferred Qualifications:**

- Bachelor's degree in Business or related field
- Salesforce administrator certification
- 5-7 years of supervisory experience
- Experience using order management systems such as Oracle & Salesforce
- Proficiency in Microsoft Office Suite, specifically Outlook, Word & Excel

**Reasons why joining BIC Graphic is a GREAT idea:**

- We are a People First culture
- Full benefits (medical, dental, vision, life insurance, 401K)
- Paid vacation
- Tuition reimbursement
- Daily Pay
- Continuous advancement opportunities
- Family-friendly environment that harbors team work

Are you ready for the next step in your career? Are you ready to join a group of people who are empowered to innovate, inspire and to deliver amazing customer experiences? Apply today to join an incredible work environment characterized by caring interactions that deliver a family atmosphere and a stellar customer service experience!

Job Location: Remote/ Clearwater, FL (Work from home ok during COVID but in the office once it passes)  
To apply, send resumes to: [Lindsay.Abramowitz@bicgraphic.com](mailto:Lindsay.Abramowitz@bicgraphic.com)