

# SEPTIMATECH

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GROUP INC.

**POSITION TITLE:** Customer Service Supervisor

**LOCATION:** Waterloo, Ontario, Canada

**SALARY:** TBD, Full-Time

**REPORTS TO:** Operations Leader

**BENEFITS:** Medical Insurance, Dental Insurance, Vision Insurance & Life Insurance RRSP, Profit Sharing, Out of Country Insurance, Employee Wellness, Critical Illness.

**PRODUCT REFERENCES:** <https://septimatech.com> <https://www.youtube.com/@SeptimatechGroupInc>

## **COMPANY:**

Septimatech Group Inc. was founded 30 years ago in Waterloo, Ontario. Septima is derived from the Latin word for seven, representing our seven founding employees. Septimatech, pronounced Sep-TEAM-a-tek, places the emphasis on team, which is the heart of our company. Our people champion continuous improvements for our Customers because we are passionate about innovation and delivering outstanding customer service.

Our seven guiding principles, values and beliefs are the foundation of our company (Be Committed to the Customer, Deliver Superior Quality, Act with Trust and Honesty, Do Business with Class and Dignity, Cooperate and Share Responsibility, Communicate Openly with Others, Take Leadership and Share the Excitement of Being Part of Septimatech).

Septimatech delivers productivity improvements for packaging lines and machines worldwide. We manufacture innovative, precision engineered solutions that provide repeatable, accurate adjustment for intuitive setup, operations, and maintenance.

Septimatech has had experiences of working with more than 300 types of packaging machines in personal care, home and fabric care, beverage, pharmaceutical and chemical industries. We are experts in overcoming challenges that threaten up-time, throughput, product handling and overall line performance.

## **DESCRIPTION:**

We are looking for a talented and qualified **Customer Service Supervisor** to join our team. The Customer Service Supervisor genuinely cares for each customer and is confident at troubleshooting, investigating, and resolving issues. The Customer Service Team is a key hub for Septimatech and involved immediately from the initial PO with Order Entry, Developing a Master Schedule, Project Management, and Customer Support throughout the lifecycle of the product.

Our Customer Service Supervisor ensures efficient operations, identifying and removing roadblocks, resolving escalated issues, and maintaining high customer satisfaction. Responsibilities include managing staff, analyzing data for improvement, and fostering a positive customer experience and workplace culture. Effective communication, problem-solving, and leadership skills are essential for success in this role. The ideal candidate will be responsible for ensuring that our customers receive outstanding service and support throughout the process.

## **RESPONSIBILITIES:**

### **Team Leadership**

- Lead, motivate, and coach the Customer Service Team, fostering a positive and collaborative work environment. Develop the team's skills and talent and ensure individual goals and KPIs are met.
- Champion for the Customer Service Policy. Tracks and reports KPI metrics, process evolution by managing customer satisfaction and leveraging feedback received to continually improve.
- Works closely with Sales and the Operations Team (Engineering, Manufacturing, Purchasing, Manufacturing Engineering, Logistics, and Field Service) to ensure smooth transition and alignments throughout the job lifecycle.
- Works with the cross functional team on Process Mapping and Process Optimization. Analyze existing processes, identify waste, implement changes for continuous improvement.

- Conduct training sessions to enhance the skills of the Customer Service Team and keep them updated on products, policies, and procedures.
- Works with Operations, Sales and Accounting on order and cost management to achieve the intended gross margin. This includes any change order requests (COR) that are initiated during the job. Order analysis (profitability – materials, design time, manufacturing time, etc.), Lessons Learned (documentation and improvements).

### **Order Management**

- Works with Production Scheduling Coordinator and Customer Project Coordinator on all jobs.
- Responsible to flip orders from quote stage into customer order entry accurately and resolve any discrepancies with Sales, Quoting, Application Engineering and/or the Customer.
- Responsible to confirm the details of the Customer purchase order and Order Confirmation (OC).
- Ensure all Customer orders stay on scope while ensuring on-time delivery objectives are being met and Customer expectations are exceeded.
- Increase awareness of Customer requirements inside the organization and ensure Customers receive the appropriate internal expertise from start to finish that will safeguard repeat business & improve the Customer's experience.
- Handle escalated Customer issues and find effective resolutions, maintaining composure and professionalism in challenging situations.
- Identify opportunities for process improvement to enhance efficiency and customer satisfaction, collaborating with other departments as necessary.

### **Project Management**

- Works with Project Manager(s) and Technical Project Manager on jobs requiring Project Management.
- Works with Project Manager on project dashboard showing job status, timing, top issues, etc.
- Ensures effective coordination and completion of projects on time, within budget, within scope and to quality standards.
- Manages changes to the project scope, project schedule and project costs using appropriate verification techniques.
- Measures project performance using appropriate tools and techniques.
- Reports and escalates issues, delays and/or critical information to management, as needed.
- Works with Project Manager to conduct cost analysis, estimating expected costs for the project.
- Works with Project Manager to conduct risk assessments, reporting identified risks to management, and providing recommendations for mitigation of risk (including termination of the project, if appropriate).
- Addressing questions, concerns, and/or complaints throughout the project.
- Lessons Learned. Work with the Project Manager(s) to develop a searchable Lessons Learned database.
- Work with Operations Leader, TQM Coordinator, Project Manager, and cross functional team on identifying recurring issues and participate in Root Cause Analysis and documenting Lessons Learned.

### **KEY QUALIFICATIONS:**

- Diploma or Degree in Business Administration or Engineering Technology or similar.
- Strong core values and integrity.
- Minimum 5 years of experience in a fast-paced Manufacturing environment focused on Customer Service and/or Project Management.
- Minimum 3 years of experience as a supervisor.
- Experience working in a production planning role, change management, manufacturing environment and technical knowledge of BOM's and scheduling.
- Proficient use of MS Excel spreadsheets and data analysis.
- ERP experience using Visual or Global Shop Solutions (GSS) would be a definite asset.
- Experience with process mapping, analysis and optimization along with KPI generation and data analysis would be an asset.
- Strong analytical and organizational skills. Problem solving and root cause analysis techniques (5 why, 8D), Lessons Learned would be an asset.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

- Skilled at teamwork and relationship management. Able to work collaboratively both within and outside one's work group. Able to speak effectively before groups of employees of the organization.
- Ability to interpret and understand common Operations articles such as overall project timelines, budgets, design and production schedules, inventory charts, etc. is required.
- Ability to deal with and solve problems involving different variables in pressured situations.
- Ability to calculate figures and amounts such as profit, percentages, proportions, ratios, etc.
- Previous experience working in an ISO environment.
- Detail-oriented with the ability to identify and mitigate project risks.
- PMP certification would be considered an asset.
- APICS – CPIM certification would be considered an asset.

Note that this job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the needs of the organization.