



DIRECTOR OF CUSTOMER SERVICE

Bertram Yachts is expanding production and looking for an experienced Director of Customer Service to lead Bertram's customer service, warranty administration, and product delivery activities

Bertram Yachts is an iconic marine brand that has producing recreational boats and yachts for over 60 years. The company currently produces premium quality center console and dual console boats and inboard diesel-powered sportfish yachts from 28' to 61' in length. The company's products are manufactured in Tampa Florida and are sold through a high-quality worldwide dealer network. The company is rapidly expanding its production capabilities to support demand for new outboard product lines and is looking for dedicated, results-oriented team members

JOB SUMMARY

The Director of Customer Service uses both technical and interpersonal skills to provide outstanding customer support to existing and prospective clients. The Director of Customer Service is responsible for overseeing the daily operations of the customer service department including management and coordination of all warranty support and administration processes, addressing any issues/disputes from customers, support of quality improvement initiatives through warranty data analysis and corrective action processes, and implementation of customer centric product delivery and orientation processes.

The ideal candidate for this position will have:

- Significant experience with marine/boat customer service operations
- Excellent verbal and written communication skills
- The ability to remain calm under pressure
- Exceptional organizational and administrative skills with high proficiency in use of MS Work and Excel for communications and data analysis
- A willingness to be very hands on as a part of a smaller company executing its growth strategy

PRIMARY RESPONSIBILITIES

OEM CUSTOMER SERVICE/WARRANTY

- Implement customer service best practices relative to claims resolution and processing
- Manage resolution of customer service issues. Act as primary liaison with customers to resolve customer service /warranty problems in a prompt and efficient manner to minimize customer inconvenience
- Coordinate warranty service work with internal service and operations personnel as required
- Establish relationships with external service providers and manage warranty repair processes
- Coordinate with suppliers for performance of warranty repairs or approval of warranty repairs performed by company
- Manage dealer warranty assessment and work approval process
- Manage identification and procurement of service parts and logistics to repair center or customer
- Coordinate with supply chain personnel on vendor recovery process for defective materials/components
- Monitor warranty documentation for discrepancies and problems
- Complete analysis of warranty claims and identification of systemic issues



PRIMARY RESPONSIBILITIES

FIELD & SERVICE OPERATIONS

- Develop and manage local and field service capabilities to match company needs
- Act as primary liaison between customer, technicians, & subcontractors
- Develop and maintain detailed service work schedule with technician level work assignments
- Develop and maintain appropriate resource planning tools and manage manpower levels and allocation to align accepted service work with capabilities
- Monitor and manage technician activities and progress on routine basis to eliminate constraints to obtaining daily, weekly, and monthly work performance objectives and meeting all delivery commitments to customers
- Work with yard technicians to diagnose and trouble shoot problems and develop comprehensive repair procedures
- Define, measure and monitor service quality objectives and warranty performance and implement corrective actions as necessary
- Support implementation of effective service parts sourcing and procurement processes

OEM CUSTOMER BUILD LIAISON & DELIVERY PROCESS SPECIFIC

- Establish relationship with customers during build process
- Establish process to provide routine build updates to sales/customer
- Define and implement formalized owner delivery experience processes. Provide customers with educational information, onboard training and other delivery services as required

EQUAL OPPORTUNITY EMPLOYER/DRUG-FREE WORKPLACE