



Head of Customer Care

This role is located in Elkhart, Indiana

Elkhart is an up and coming Midwest town with affordable living and excellent school systems. It offers just a short drive to several larger cities and attractions (30 minutes to South Bend and the beautiful Notre Dame Campus, 2 hours to Chicago, and 1 hour to Lake Michigan). Elkhart is known as the RV capital of the world, with a blooming downtown area consisting of many great parks, museums, and live outdoor events all year round. This is a great location for anyone looking to end long commutes and live in a scenic area while still maintaining access to big city amenities!

Want to be a part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Value working as a team and striving to reach important goals? Enjoy an environment that is relaxed, fun, and flexible - with time spent with coworkers at the outdoor picnic table?

- Then, Truma has a place for you!

Who We Are:

Truma is a leading international manufacturer of highly developed heating and air conditioning equipment, as well as comfort accessories for travel trailers, motorhomes, boats and utility vehicles. Our global success and top market share comes from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 60 years.

What We Offer:

- Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules
- Challenging and progressive career development
- Competitive salaries, travel mileage reimbursements, excellent health benefit reimbursements
- Simple IRA with Company Match!
- Best practice PTO policies and paid holidays
- Open communication, informal recognition and team-building events
- And much more to motivated, results-oriented individuals who want to make a real difference in their community and role!

What You'll Do:

As the Head of Customer Care, you will manage the Customer Care and Service programs, policies, processes, and team to maintain and grow customer satisfaction and retention levels for optimum business growth.

Who You Are:

- You will develop, recommend and execute the North American Customer Care and Service Concept, Strategy and processes to ensure exceptional customer service.
- You will define, develop, manage, and train a robust team in Customer Care and Technical Sales & Service (both locally and remotely), with cascading objectives and development plans that will enhance customer satisfaction.
- You will research, analyze and evaluate market trends to create, enhance, and/or implement best practice service metrics and tools for internal staff and dealers to support our customer and partner needs.
- You will manage and ensure the service center(s) maintain a professional service level and are clean and in "show-ready" condition to promote a professional and organized image.
- You will develop and manage training materials, videos, and delivery methods to enhance the brand and education of Truma products throughout OEM's (Original Equipment Manufacturer), dealers, and end users.



Requirements:

- Education: A Bachelor's Degree in Business Administration, Sales, Marketing, or related field; or equivalent combination of education and experience required.
- Experience: 5+ years of direct management of multi-location customer service and support teams for heavy equipment, HVAC service, or similar Operations.
- Functional Skills: Strategic thinker with a strong customer service enhancement background; highly effective problem-solving skills; strong prioritization, organization, and detail-oriented skills, with good math skills and KPI expertise that will drive effectiveness.
- Technology Aptitude/Skills: Proficiency in Microsoft Office products including Excel, Word, Outlook and PowerPoint required.
- Language Skills: Excellent written, verbal, and presentation skills to communicate with all levels of organizations (both internally and externally).
- Behaviors: Quality-oriented, excellent leadership skills with strong customer focus; collaborative, supportive and excellent flexibility are also important in this role.
- Culture Match Behaviors: Professional in appearance, high-quality standards, team-oriented, continual learner, with a strong work ethic who can contribute to the growth and profitability of the Company.

Other Important Information:

Salary: Salary is commensurate with proven expertise.

This position is eligible for a discretionary bonus! And, the compensation will grow as the team member grows!

Reports To: Vice President of Business Development

Typical Work Week: M-F; some occasional weekends [& OT] required (when applicable); 40-45 hours a week on average

Travel: Approximately 25%, including international travel and driving to various locations

Physical Requirements: Lifting up to 50 lbs occasionally

Contact us today and learn more about the Truma Family and how they can enhance your career.

Email: michelle@myhrcgroup.com or Contact: 574-309-8871

Visit our website at: www.truma.net

We are an Equal Opportunity Employer