

Are you an innovative, driven professional with a desire to work within a growing, forward-thinking organization and one of Canada's 50 Best Managed Companies?

Steele Auto Group, the largest Auto Group in Atlantic Canada has an opening for a Client Care Center (CCC) Manager with a vision to integrate technology and innovation to change the paradigm – someone who will lead the charge with significantly enhancing the transparency and satisfaction of the customer service experience. Today the Client Care Center supports 10 of the 40 Steele Auto dealerships. The goal is to grow this centralized Client Care Centre to support more of the group.

This newly appointed Client Care Manager will lead this transition with our CCC team. The new focus of this team involves a service focused, transparent process where the customer is in the driver's seat. Innovative technology will change the entire service experience in the industry and certainly change the focus and necessary skill sets of our Client Care Centre team.

Vision, training, assessing team members fit will be vital in this revised role and focus. The CCC Manager will require excellent relationship building skills as daily interaction with their customer – the dealership Service Managers will be required. A very close understanding of the service departments capacity is critical to ensure that we provide terrific customer care while maximizing the efficiency of the service department.

If your experience is current automotive BDC's or current outbound selling call centers - you may not be a fit. We are setting a new course – a course that is focused on a strong, transparent, supportive relationship with our car custom

Examples of the real time service videos can be found on the Steele Auto YouTube Channel: <https://www.youtube.com/channel/UCBF2619mMWouvtJ--...>

#### **Position Requirements**

- 5+ Years of experience in a customer facing role at a management level
- Proven success in managing teams, both in person and remotely
- Innovative and forward-thinking with ability to see the “big picture”
- Analytical; the ability to assess data, identifying areas of improvement and executing on this
- Flexible and creative, with a “think outside the box” approach
- Ability to grow the department – a visionary with excellent communication skills
- A Team player with the ability to influence
- Previous experience in automotive industry not a requirement, but an asset
- Commitment to continuous growth
- Must thrive under pressure
- Valid drivers license and access to a vehicle

#### **We Offer**

- Competitive compensation package
- Comprehensive Benefit Package
- Company Matched RRSP
- Incredible Work Environment
- Employee and Family Assistance Program

If you want to work for an organization that values and rewards hard work, innovative thinking, and continuous improvement, please apply today; be sure to include your resume and cover letter with salary requirements in confidence to: [rburgess@steeleauto.com](mailto:rburgess@steeleauto.com)