



CUSTOMER EXPERIENCE MANAGER

We are a dynamic, fun, family-owned distributor located in Salem since 1979.

Are you excited about providing the best customer experience? Do you love coaching and leading a team of like-minded people? Do you have a passion for excellence?

We're Looking for a Customer Experience Manager for our Call Center

This role leads a team of highly knowledgeable Customer Advocates who assist our outdoor power equipment dealers over the phone, through text, as well as e-mail.

Desired Characteristics

- Leads by serving the team
- Curious, a learner, likes technology
- "Can do" attitude - loves to find the answer

Key Qualifications

- 2+ years experience providing assistance over the phone
- 2+ years experience in the outdoor power equipment market
- 2+ years leading a customer-facing team
- CODIS, AS400, or similar business system experience

Compensation & Schedule

Hours are between 8-5, Monday through Friday. This is a salaried position, and we offer competitive pay that rewards skill sets. This position includes a full benefits package, a 401(k) match, incentive compensation, and a Dream Manager program (ask us about it!).

Ready to take the next step? **Send a resume to jobs@pesnet.com.**

If you'd like to get to know us better, please check out our website: pesnet.com



Kelly & Pete Yunker
Owners

OUR VALUES SET US APART

- Listen Generously
- Speak Straight
- Be "For" Each Other
- Honor Commitments
- Work/Life Balance
- Humor



PES Warehouse
Salem, OR