

Team Manager

We are currently seeking a creative and energetic Leader to work in our Springfield, Illinois office. This position will be responsible for the success of a customer service team in a fast-paced entrepreneurial service environment.

This position must be able to coordinate effectively across multiple teams and balance sometimes conflicting priorities.

Responsibilities include:

- Establish challenging goals for individuals and for the team.
- Manage the performance and tracking progress of team members, as well as raise the bar on individual and team performance.
- Manage the process and workflow of team business transactions.
- Implement and manage new processes that create a difference in the success of the organization.
- Coordinate and lead a project from inception through implementation.
- Develop and manage reports to track company service and production goals.

The ideal candidate will offer us:

- Bachelor's degree or equivalent work experience.
- Strong commitment to customer focus, quality service and sales.
- Demonstrated team leadership in a customer-service oriented environment and project management experience.
- Experience with a very hands-on approach to leading teams
- Experience with managing conflict and employee relation issues
- Experience with administering performance evaluations
- Ability to guide a team to achieve the highest levels of service and quality.
- Experience implementing operating plans, hiring plans, and process improvements.
- Strong communication skills-written, oral and presentation skills.
- Strong analytical and problem-solving skills.
- A history of detail-oriented multi-tasking in fast-paced, deadline-driven, customer-focused environment.

What can we offer you?????

- A challenging and rewarding career!
- A supportive, growth-oriented environment that wants your ideas on how to succeed and improve!
- Annual bonus program recognizing individual performance
- Profit Sharing Plan
- 401(k) with employer match
- An important role within our organization that is event-centered, not task oriented!
- Excellent benefits for you and your family! Medical/Dental/Life insurance--Spouse and dependent life - 18 paid days off accrued in first year - 7 paid holidays - Tuition Reimbursement - AND MORE!