

Consumer Support Manager

Who are we?

Established in 1983, privately-held Pacific Market International (PMI) designs, manufactures and markets innovative food and beverage solutions designed for busy lifestyles. Our brands in the marketplace are Stanley, Aladdin, MiGo, and Slant Collections. PMI is headquartered in Downtown Seattle, with beautiful views of Elliott Bay from our office windows. We also have offices around the world in Shanghai and Shenzhen, China; Rio de Janeiro and Manaus, Brazil; Manila, Philippines; Amsterdam, The Netherlands; San Francisco and Bentonville, USA. More information can be found at www.pmi-worldwide.com.

Thanks for checking out our full-time Credit & Collections Analyst position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

Position Overview

We are looking for a highly motivated, independent, organized person with at least 8 years customer service experience, including 2 years in a management or leadership role. This person will be a strong leader with experience coaching, training and managing team performance. This person will also be familiar with the U.S. consumer goods market and will have previously worked in a night-shift BPO environment. He/she will be technically savvy and have a good working knowledge of Windows, CRM and Telecom systems and applications. This person will be responsible for the day-to-day supervision, performance and administration of 10+ employees in our Manila office. He/she will work with internal resources to ensure that office policies are adhered to, performance levels are maintained, and company activities and events are planned and executed.

Essential Job Functions

- Participate in recruiting, interviewing and selection process
- Conduct new hire training and coach team members as needed
- Facilitate and improve communications amongst the team
- Encourage, support and motivate team
- Complete regular (bi-annual) performance reviews
- Create and deliver performance improvement plans when needed
- Complete QA audits and deliver results
- Assist in troubleshooting and resolving consumer issues (root cause analysis)
- Constantly look for areas for process improvement
- Monitor phone and email queues to meet service level goals
- Monitor work load and recommend changes in tasks as needed
- Coordinate break, vacation and training schedules
- Handle escalated consumer concerns as needed
- Organize and facilitate team meetings and retreats
- Act as "Officer in Charge" (OIC) when Director is out of office
- Run necessary business reports and collate the data
- Perform special tasks and assignments as needed

Education and Experience

- 8 years total; 2 years in similar position
- 4-year college degree
- Excellent verbal and written English
- Knowledge of U.S. consumer products

Proficiencies Required

- enjoys coaching, training and giving performance feedback
- ability to successfully influence and partner with a variety of stake holders
- work both independently and within a team environment
- ability to complete tasks accurately and on-time
- demonstrate ongoing flexibility and commitment to meeting goals
- possess excellent written and verbal communication skills
- ability to maintain and protect sensitive and confidential information
- basic understanding of budgeting, accounting and banking functions
- familiar with local labor laws and employee relations practices
- comfortable with MS applications (Word, Excel, PowerPoint, Outlook, etc)
- knows how to complete simple data analysis and reporting
- demonstrate a strong work ethic that includes neatness and punctuality

Company Background

PMI is a fast-paced environment that works creatively and collaboratively. Not only are we privately owned and high energy, but we operate internationally and are growing fast. We strongly encourage you to read more about the company – it is an amazing place to work! (<http://www.pmi-worldwide.com>).

What do we do? We are committed to providing consumers with simple, stylish portable food and beverage containers that are built with a focus on community and sustainability.

We care about our people and recognize their efforts through monthly, quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel.

We also care about our local and global community and show it in the following ways:

- All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.
- PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.
- Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.

Help us build our success story today.

If you have the qualifications and skills for this position please submit your resume

to: marcus.pingol@pmi-worldwide.com