



Help us help our customers realize their dreams of a beautiful home! Join the #1 Furniture Company- The #1 Furniture Brand!

Ashley HomeStores, #1 Name In Furniture and the #1 Selling Furniture Store Brand in the World, is seeking dedicated professionals to join our first-class retail operations.

At Ashley HomeStore people are our most important resource. Ashley recognizes that every employee holds an important key to the company's success no matter what role they are in.

Ashley HomeStore is looking for passionate, driven people with a history of being the best in their profession. If you are the best in your current position and are seeking a long-term, challenging and rewarding career change, apply now.

The HomeStore Customer Service Manager is responsible for ensuring that we are continuously providing excellent service to our HomeStore consumers. They are responsible for maximizing efficiency of our processes and call center and influencing our Digital Reputation. This position will spend a majority of the workday listening to customer concerns and trouble-shooting to solve problems to ensure customer satisfaction while keeping the goals of the company in mind. This position is responsible for managing and understanding all aspects of the retail customer service environment including tech support, furniture protection plans, order fulfillment and delivery confirmation to be able to provide the most optimum service to our customers.

HomeStore Customer Service Manager

Requirements:

- Minimum of 3 years managing a call center & analyzing its metrics to maximize efficiency
- Experience with Yelp & other forms of online customer feedback
- Focus on continuous process improvement

Knowledge, Skills and Abilities:

- Ability to lead a team
- Excellent/professional communication skills with both internal and external contacts
- Proficient computer knowledge with Microsoft Tools
- Skilled at balancing multiple priorities in a fast paced environment
- Professional telephone skills
- Highly organized

Every Ashley associate we hire has:

- Integrity. We do the right things and do things right.
- Passion. We love what we do and it shows.
- Speed. We act fast; we adapt fast too.
- Focus. We laser in on our customer needs and meet them. Period.
- Inspiration. We help our guests bring their home ideas to life.

Come join the #1 Furniture Retailer in North America and #1 Furniture Manufacturer in the World at one of these great Jacksonville, FL or Brunswick, GA Locations: (Jacksonville) St.John's Town Center, River City Marketplace, or Orange Park (Brunswick, GA) Glynn Isles Marketplace

SFTF, dba Ashley HomeStores is an Equal Opportunity Employer, committed to a diverse and inclusive work environment