



Bearing Corporation of America

Customer Service Supervisor

Location: USA, Mt. Prospect IL

If you are looking for a company that rewards hard work while developing talent, NTN is the place to start. Currently grossing global sales in the billions, NTN is one of the world's premier bearing manufacturers serving the automotive and industrial markets for over 90 years. **NTN Bearing Corporation is now accepting resumes for an outstanding opportunity in our Customer Service department for a Customer Service Supervisor.**

Responsibilities:

The primary function of the Customer Service Supervisor (CSS) is to offer outstanding service to NTN customers while supporting customer service coordinators by providing training, mentoring, leadership and guidance. The CSS also sets performance goals, monitors performance, and provides ongoing feedback to customer service coordinators. It is the responsibility of the CSS to be available, helpful, friendly and knowledgeable.

Skills/Qualifications:

- ◆ Bachelor degree in business or related field required.
- ◆ Five year minimum of previous supervisory experience where the individual supervised at least two employees.
- ◆ At least five years of Customer Service experience working for a company that manufactures or distributes products.
- ◆ Excellent computer skills, JDEdwards is a plus.
- ◆ Ability to work in a fast paced environment
- ◆ Excellent Customer Service skills, including handling difficult callers.
- ◆ Excellent interpersonal and teamwork skills
- ◆ Recommending and implementing improvements to processes in the department.

NTN Bearing Corporation offers a full range of comprehensive benefits that far exceed the industry standard, including medical, dental, vision, as well as matching 401(k), paid vacation, tuition reimbursement. NTN Bearing Corporation is an equal opportunity employer that strongly supports diversity in the work place.

If you are interested in this employment opportunity, please send your resume via email to:

careers@ntnusa.com

Recruiters: **NO PHONE CALLS PLEASE**

Post date: 9/4/2009