



**Customer Service Manager**  
**G3 Genuine Guide Gear Inc.**  
**Position Specification**

**Company:**

G3 ([www.genuineguidegear.com](http://www.genuineguidegear.com)), manufactures backcountry ski equipment. Founded in 1996, G3 products are now available in more than 20 countries. The G3 brand is known for developing award winning backcountry tools including alpine touring bindings, climbing skins, skis, and avalanche tools.

G3 earns the admiration of the backcountry community with each technically advanced product release. G3 is looking for a talented Customer Service Manager to build on and ensure our customers experience top service.

**The Role:**

You will be tasked with increasing customer satisfaction and loyalty by ensuring interactions meet customer needs. Reporting to the Director of Operations, your first project will be to provide an overarching customer experience strategy and vision.

**Requirements:**

- Pragmatic problem solver – optimistic, agile, and able to generate sensible, realistic solutions to problems; ability to manage through change
- Driven by process and operational efficiency – ability to simplify complex information, understands the need for continuous improvement to fit evolving business needs
- Excellent communicator – easily articulates needs, vision, and process
- Track record of success – history of meeting departmental and corporate goals
- Positive ‘can do’ attitude – loves a challenge
- People Leadership – proven track record leading teams
- High organizational and planning skills – focuses on key priorities; effectively manages multiple priorities; anticipates reasonable contingencies and plans accordingly; understands the big picture and is able to pay attention to the details
- Strong coach and team player – works cross-functionally and encourages others

**Skills:**

- Leadership and excellent interpersonal and communication abilities
- Excellent conflict resolution skills
- Ability to analyze and make conclusions on data
- Ability to identify, retain and train the best staff
- Ability to translate your skills to other employees through training and mentoring
- Excellent verbal and written communication skills

**Experience:**

- 10+ years’ experience in customer service
- 5+ years’ managerial experience
- Bachelor’s Degree in Business Administration or a related field preferred



- Clear understanding and experience with ERP
- Proficiency with MS Office Suite
- Experience with CRM software required (Zendesk and Hubsoft preferred)
- Experience with SEI or other BI tools
- Good understanding of project management principles and tools
- Fluency in other languages considered an asset

**G3 Culture:**

- Above the line
- Exciting and diverse team
- Passion for the outdoors
- Value given to ideas and opinions
- Friendly coworkers

**Contact:**

Applications should be submitted to [HR@genuineguidegear.com](mailto:HR@genuineguidegear.com) and must quote “Customer Service Manager” in subject line. We thank everyone for applying; however, only those considered for an interview will be contacted.