

## 70 Years of Building Value Into Building Products

ODL builds products that build value into your home. Designs for every taste, architectural style, and home décor. Products that bring the outdoors--natural light, fresh air--indoors. Ideas that change the game. Styles from classic to craftsman, old world to contemporary. Solutions for privacy or connection, small spaces, entryways or back porches. Decorative doorglass, transoms, sidelights, retractable screen doors, blinds between glass, severe weather doorglass, and much more.

**Our Zabitat division is looking for a Manager of Inside Sales & Customer Service for their Zeeland office.**

**The ideal candidate for this position is an experienced and ambitious sales & marketing professional with the strategic drive to significantly lead the inside sales & customer service teams to achievements of the business unit sales and financial goals. He or she is a collaborative leader who embodies a strong business acumen, exceptional communications skills both written & verbal, an effective management style with a proven track record of successful leadership in sales and marketing.**

### ***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

#### **Leadership**

- Deliver continuous improvements in service, quality and cost
- Manage performance and professional development of the team
- Manage costs and resources to maximize results while honoring financial budgets
- Lead new employee selection, training and onboarding
- Build an engaged and high-performing team
- Be a productive and contributing member of a dynamic leadership team

#### **Inside Sales**

- Achieve revenue goals of the installed services channel
- Grow cross-sale and up-sell revenue
- Create and execute plans to service new markets and new products
- Build a team with the skills and tools to proficiently sell and service geographically and culturally diverse customers

#### **Customer Service**

- Deliver a best-in-class customer service experience, currently measured as 4.8 stars online and voice of the customer of 4.7 or better
- Build a team with the skills and tools to proficiently service multiple sales channels such as Zabitat.com, online marketplaces, dealers, contractors and consumer-direct.
- Create and execute plans to service new products and sales channels

### **Candidate Requirements:**

- Excellent written and verbal communication skills with the ability to inspire others to accomplish great results
- Outstanding prioritization, time management and organization skills
- Proficiency with mobile computing and communication devices, and proficiency working with and/or learning software applications
- Strong initiative, work ethic and integrity

- Ability to travel to Canada
- Bachelor's degree or equivalent work experience in a field related to sales or customer service
- 3-5 years of experience leading / managing others

Candidates for positions with ODL must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire.

ODL is an equal opportunity employer committed to a culturally diverse workforce. All qualified applicants will receive consideration for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, disability status or protected veteran status.

ODL offers a solid track record of growth and expansion in a highly competitive industry as well as a complete benefits package including health/prescription options, dental insurance, vision insurance, short term disability, LTD option, basic life insurance, additional life insurance amounts available including spouse and dependent child coverage through payroll deduction, flexible spending accounts and 401(k) with a company match.

**Please apply via email to:** [human.resources@odl.com](mailto:human.resources@odl.com)

**For a complete listing of ODL Open Positions please visit** <http://www.odl.com/careers.htm>