



**Description:** Operations Manager

**Hours:** Full-time position: Monday – Friday

**Compensation:** Based on experience

**Location:** Libertyville, IL 60048

**Company Overview:** NavePoint is a fast-growing brand of computer network equipment and accessories. We manufacture and sell high-quality products at reasonable prices to customers big and small. We are proudly owned and operated in the United States, with our corporate headquarters in Libertyville, IL.

**Job Summary:** NavePoint is seeking an energetic and dependable Operations Manager to join our team. The successful candidate will be a dependable team player, comfortable working in a team on multiple tasks in a fast-paced role. The Operations Manager will assist the operational teams with the completion of their responsibilities in accordance with company policies and procedures.

**Job Responsibilities:**

The Operations Manager will oversee tasks of the business including customer service, logistics for custom shipments, purchasing, and management of returns. The candidate will be responsible for ongoing process improvement, customer satisfaction, and the successful leadership of team members.

- Customer Service / Sales
  - Ability to handle customer service issues and ensure customer satisfaction. Responsibilities include customer communications, monitoring customer service e-mails, phone line and online chat feature
  - Quick learner and ability to solve problems. Can answer customer questions, including researching to find the correct answer
  - Research and assist with customer payments, refunds and chargebacks
  - Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution.
  - Accurately determine need for escalation for specific customer issues/complaints.
  - Assist sales team in quoting and processing orders
  - Aid other team members on miscellaneous office tasks or projects.
  - Coordinate and track logistics of LTL shipments - compare rates to transit companies, potential accessories needed, transit times, etc.
  - Handle delivery issues, damages sustained in transit and possible returns
  - Open cases for reimbursement on damaged or missing items from FBA Removal Orders and Track reimbursement
  - Research and evaluate options to sell excess, obsolete, returned, and liquidation inventory



- Warehouse / Fulfillment
  - Assist warehouse manager in scheduling and maintaining log for service appointments (fire safety, equipment, docks and doors)
  - Assist in building and maintaining relationships with staffing agencies for warehouse labor
  - Purchase necessary equipment and materials for warehouse
  - Ensure that all orders are shipped and picked up by transit companies (USPS, FedEx, UPS & LTL). Reconcile and approve LTL charges for payment
  - Input and track FBA Shipments, including gathering information for data analysis and contacting Amazon regarding shipping issues and delayed receiving

**Job Requirements:**

- College Degree required
- Excellent communications skills, both written and verbal
- Excellent leadership, problem solving, and time management skills
- Ability to work independently or collaboratively as needed
- Proficient in MS Office products (Word, PowerPoint, Excel) and Google tools (Gmail, Google Docs)
- Familiarity with online marketplaces such as eBay and Amazon.com preferred.
- Experience with Salesforce is a plus

**Physical Requirements:**

- Must be able to sit and/or stand for long periods of time.
- Ability to lift 15 lbs.

**Benefits:**

- Paid Vacation Days, Sick Days and Holidays
- Health Insurance (Medical and Dental)
- Disability Insurance
- Life Insurance
- 401K Plan with company contribution

**Other:**

- We have a drug free work environment
- We conduct background screenings on new hires

**\*\*If you are interested in this position, please e-mail [recruiting@navepoint.com](mailto:recruiting@navepoint.com) with your resume. Make sure to include your contact information.\*\***