

# Protecting the Vulnerable™



## POSITION SPECIFICATIONS

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Customer Service Supervisor  
06-MAY-2019



## ABOUT OUR COMPANY

Mesa Laboratories, Inc. (Mesa) is a global technology innovator committed to solving some of the most critical quality control and analytical challenges in the pharmaceutical, healthcare, industrial safety, environmental, food and beverage industries. Mesa offers products and services through four divisions (Sterilization and Disinfection Control, Instruments, Cold Chain Monitoring and Cold Chain Packaging), which help our customers ensure product integrity, increase patient and worker safety, and improve quality of life.

*Today, each of Mesa's products and services play a role in ensuring the safety and efficacy of the products we use every day. No matter if it's the environment, products or people, Mesa is committed to Protecting the Vulnerable™.*

Founded in 1982, Mesa went public in 1984. After 10 years of more than 15% growth per year, the company now has revenue approaching \$100M and a market cap of approximately \$750M. Our growth is attributed to the 350+ dedicated employees who follow our customer-focused, lean-based value system, called *The Mesa Way!*. The Mesa Way! is based on four pillars that drive our work every day:

**Measure what Matters:** We take the customer's perspective, our "True North", both to measure what matters most to customers and to set absolute standards for performance. We manage to leading indicators, which drive us to proactively avoid problems.

**Empower Teams:** We move decision making as close to the customer as possible and provide the structure and real time communication forum to align the whole organization behind surpassing customer expectations.

**Steadily Improve:** We leverage a common and proven set of lean-based tools to prioritize our biggest opportunities, address those opportunities at root cause, and quickly implement change.

**Always Learn:** We ensure that improvements are sustained, enabling us to raise performance expectations and repeat the cycle of improvement. Equally, this cycle strengthens the Mesa team by providing endless learning opportunities for our employees and helps us to become an employer of choice in our communities.

**Position:** CUSTOMER SERVICE SUPERVISOR

Posting expires **31-MAY-2019**.

**Posting Expiration:** Screening of resumes will begin on **13-MAY-2019**; to ensure full consideration, resumes must be received by **5:00 pm MT on 31-MAY-2019**.

**Position and Version #:** JOB-BPF-558 v1

**Location of Position:** Bozeman, Montana

**Reporting Relationship:** This position reports to the Senior Manager of Sales Operations

**Job Classification:** Salaried

**Supervisory Responsibilities:** Supervises the position of Customer Service Representative.

**Scope of Position:** This position is responsible for the front line of customer care. Supervises a team or unit of customer service representatives and ensures service levels are met or exceeded. Establish efficient and balanced work flows that maximize efficiency and produce high levels of service quality and customer satisfaction. Monitor and measure service metrics and utilize to develop standards, improvements, or changes to process. Make recommendations for changes to products or services based on customer feedback and requests.

**Essential Duties** Core duties and responsibilities include, but are not limited to, the following:

- Model personal Lean Philosophy 5S behaviors in creating a continuously improving, clean, well-organized and self-maintaining work environment. Work closely with team members and others to motivate and improve 5S knowledge and implementation.
- Follow a continuous improvement approach for team accountability for achieving high performance SQDCM (Safety, Quality, Delivery, Cost, & Morale) targets through a visual work environment
- Comply with company ethics, code of conduct, policies, and best practices, with a commitment to safety in the workplace, valuing of diversity, and promotion of a harassment-free environment
- Contributing to the driving change company-wide to improve the Mesa customer experience.
- Lead the Customer Service Daily Management meetings and ensure the appropriate data is collected and revising the metrics as needed.
- Disseminate information to the team and forwards information to management in a timely manner.
- Work closely with team members to resolve customer problems and report issues and resolutions as appropriate.
- Monitor and measure customer service metrics and utilize to develop standards, improvements, or changes to process. Propose recommendations regarding changes to products or services based on customer feedback and requests.
- Train and coach staff with regards to standard policies, procedures, and best practices. Identifies opportunities for operational improvements and implements solutions.
- Resolve day-to-day process issues.
- Manage, maintain, and update customer accounts
- Resolve customer complaints – seek assistance from additional departments or management when necessary.

**Essential Duties  
Continued**

- Interface with other departments, as needed, on all sales and customer service related issues.
- Continue to develop technical expertise in Mesa product and applications.
- Assist CSR's with questions regarding products, functions, and procedures.
- Assist CSR's resolve a customer complaint or problem when escalated.
- Assist CSR's with order receipt, entry, management, and issue resolutions
- Update written procedures related to Customer Service Department.
- Supervise the management of inbound customer communications i.e. voicemails and e-mails.
- Comply with all safety and regulatory standards
- Perform other duties as assigned by management.

**Professional  
Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The categories listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

- Bachelor's degree
- Three years' experience in a supervisory role or one year supervisory experience plus four years' experience in a business consulting or analyst role
- Four years' experience in a manufacturing support environment preferred
- Four years' experience in a customer service or call center environment preferred
- Experience in FDA regulated industry preferred
- Any equivalent combination of education and experience

**Skills, Knowledge and Abilities:**

- Advanced knowledge and skill with Microsoft Office programs including advanced Excel skills including pivot tables and data analysis
- Knowledge and experienced use of modern Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems
- Effective communication skills
- Ability to work in a team environment
- Ability to focus on continuous improvement
- Ability to take initiative and leadership on projects and tasks
- Ability to meet deadlines

**The Mesa Way!  
Expectations:**

This position is an **Individual Leader** focused on individual accountability, teamwork, and cross-functional collaboration. Leadership by example at every level. Proactive daily management.

**Pillar #1 – Measure What Matters**

- **Customer Centric & Game Plan** - Demonstrates a deep understanding of customer needs based on first-hand, fact-based information/observation. Able to clearly articulate how best to address the customers' needs. Understands how work impacts customers. Dedicated to exceeding customer expectations. Seeks and uses customer information to improve products, services, and processes.

**The Mesa Way!  
Expectations  
(continued):**

- **Critical Few** – Balance urgency and importance. Adapts to changing needs and prioritizes investment of time toward the greatest impact.
- **Clear Direction and Buy In** – Simplifies deep domain expertise, enabling broader team understanding and ability to contribute/build upon shared insights.
- **Stretch Goals That Drive Innovation** – Sets goals that stretch self and team. Balances ability to commitment time/resources with aspirations.

**Pillar #2 – Empower Teams**

- **Ownership at Point of Impact** – Supports team development. Constantly on the lookout for potential talent additions to the Mesa team. Create an environment of ownership by the team at the point of impact. Front line ownership and accountability both individual and team objectives.
- **Coach vs. Direct** – Understands and subscribes to goals and converts to action without step by step direction. Open minded and nimble. Vocalize and learn from mistakes as an opportunity for growth and improvement. Demonstrates concern for value of others. Listens well and is genuinely interested in win/win solutions.
- **Fact Based Decisions** – Understand personal metrics and how they align with overall company performance and strategy. Set the example of prioritization according to the decision-making and problem-solving principles.
- **Proactive and Urgent** – Relentlessly identifies the critical few and prioritizes them. Expeditiously brings complete closure. Turns strategies/opportunities into actionable plans. Inquisitive and curious. Effectively manages personal time with business priorities.

**Pillar #3 – Steadily Improve**

- **Seeks a Better Way** – Proactively makes recommendations for improvement and engages fully in Daily Management. Driven by winning and success! Holds themselves accountable for results and celebrate successes Actively and effectively participates in Kaizen teams.
- **Problem Solve to Root Cause** – Balance urgency and importance. Adapts to changing needs and prioritizes investment of time toward the greatest impact. Correctly defines and scopes complex problems. Looks beyond obvious symptoms and drives to root cause using discipline and logic. Leverage A3 Thinking and problem-solving tools as an important team contributor. Be methodical and comprehensive, drive to the details for good Gemba analysis. Willingness to iterate to arrive at root cause. Don't cut corners.
- **Experiment** – Views current state as experimental; continuously seeks and shares areas of improvement. Balances planned execution with ability to communicate with valuable market feedback to management.
- **Bias for Action** – Balances fact-based decision making with learning-by-doing. Be proactive! Show comfort with experimentation to validate concepts vs. waiting for 100% certainty. Views failures as learning opportunities.

**Pillar #4 – Always Learn**

- **High Expectations** – Sets goals that stretch self and team. Balances ability to commitment time/resources with aspirations.
- **Transparent Two-Way Communication** – Direct and honest, presents the truth transparently and with respect. Willing to admit mistakes as an opportunity for growth and improvement. Viewed as direct, truthful, and genuine

**The Mesa Way!  
Expectations  
(continued):**

- **Passion for Teaching and Learning and Continuous Feedback** – Proactively seeks / provides feedback to develop self and support development of others. Actively pursues new learning opportunities.
- **Humility and Self Awareness** – Open-minded and seeks to understand. Seeks and acts on feedback: both positive and negative. Understand your impact on others. Treats others with respect.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to stand or sit for extended periods of time. If reasonable, requests regarding ergonomic concerns will be considered. For individuals with disabilities, accommodations may be made to perform the essential functions. Occasional lifting is required.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This is a high volume, high energy manufacturing facility that works to meet manufacturing deadlines. An enthusiastic, positive attitude is highly encouraged and conducive to a productive successful atmosphere. Common sense judgments and problem solving is desirable. Must have the ability to handle repetitious and tedious job functions.

A typical office environment comprises the bulk of the work environment for this position. At times it may be necessary to perform work in the office setting. The noise level in the work environment is moderately quiet.

**Compensation:** Salary, incentive bonuses, and equity will be offered commensurate with the successful candidate's experience and qualifications.

**Contact:** Human Resources | [recruiting@mesalabs.com](mailto:recruiting@mesalabs.com) | 303-987-8000

**How to Apply:** Submit current resume/CV to [recruiting@mesalabs.com](mailto:recruiting@mesalabs.com). Include the position title in the subject line.

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***Mesa Labs is an Equal Employment Opportunity Employer.  
Mesa Labor prohibits unlawful discrimination and harassment against applicants or employees based on age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, sexual orientation, or any other status protected by applicable state or local law.***