

Customer Service Manager - North America

Ref. CSM_NA_US_2609

Location: Rolling Meadows, IL - US



Company Overview

Carlo Gavazzi is a recognized global leader in the design, manufacture, and marketing of components and networked solutions for Industrial Automation and Building Automation. The Group offers a broad portfolio spanning sensors, relays, and energy management solutions, serving customers worldwide with innovative, high-quality products.

The Opportunity

The Customer Service Manager is responsible for leading the North American Customer Service organization, supporting customers across the United States and Canada. The role oversees Account Management, Customer Service, order management, and commercial support, ensuring an exceptional customer experience and efficient order execution.

Working closely with Sales, Supply Chain, Manufacturing, Finance, and Logistics, this position builds a high-performing Account Management organization by improving operational efficiency, expanding the use of digital solutions, and implementing continuous improvement initiatives that support business objectives and strengthen customer relationships.

Key responsibilities

- Lead the North American Customer Service and Account Management team, ensuring consistent service levels across the United States and Canada.
- Oversee order management activities to ensure timely and accurate order processing, proactive customer communication, and effective issue resolution.
- Develop and implement initiatives that improve customer experience, operational efficiency, and commercial execution.
- Lead the integration and continuous development of Customer Service and Inside Sales activities into a unified Account Management organization.
- Promote the use of digital solutions, including EDI, automated business processes, and system enhancements to improve operational efficiency and customer connectivity.
- Collaborate with Sales, Planning, Manufacturing, Finance, and Logistics to align customer requirements with operational capabilities and business priorities.
- Monitor customer service performance and customer trends, identifying opportunities to improve customer experience, operational efficiency, and overall business performance.
- Develop team capabilities through coaching, cross-training, succession planning, performance management, and continuous improvement.
- Lead and support cross-functional initiatives that improve customer experience, operational performance, and business processes.
- Ensure compliance with company policies, customer requirements, and established operating procedures.



Qualifications and experience

- Bachelor's degree in business administration, Supply Chain Management, Marketing, or a related field.
- Five or more years of progressive experience in Customer Service, Account Management, Inside Sales, or Operations.
- Experience leading customer-facing teams in a manufacturing or distribution environment.
- Experience leading process improvement and cross-functional initiatives is preferred.
- Experience with ERP systems; knowledge of IFS ERP is a plus.

Competences

- Strong knowledge of customer service, account management, customer relationship management, and order management.
- Strong leadership, coaching, and team development skills.
- Demonstrated analytical and problem-solving skills with the ability to make data-driven decisions.
- Strong continuous improvement and business process improvement mindset.
- Excellent communication, negotiation, and relationship management skills.
- Ability to collaborate effectively across multiple functions and geographic locations.
- Proficiency with Microsoft Office applications and ERP systems.

Benefits and compensation

- A dynamic role within a globally respected automation company
- Collaboration with passionate, high-performing teams
- The opportunity to influence innovative, end-to-end product solutions
- Competitive salary and comprehensive benefits package
- Career growth opportunities within a fast-growing international organization

Application process

Interested candidates are invited to submit their CV to **GlobalTalent@carlogavazzi.ch**

Please reference **"Customer Service Manager - North America"**

Learn more about us www.gavazziautomation.com or visit our [LinkedIn page](#)

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