

WORK VAPOR

Job Link: <https://workvapor.in/jobs/as-manager-customer-solutions-lg-electronics-north-america-alpharetta-ga-united-states/>

HIRING ORGANIZATION

LG Electronics North America

EMPLOYMENT TYPE

Full-time

BASE SALARY

INR 40,000 - INR 50,000

VALID THROUGH

2026-07-14

AS MANAGER CUSTOMER SOLUTIONS LG ELECTRONICS NORTH AMERICA • ALPHARETTA, GA, UNITED STATES

JOB LOCATION

Alpharetta, NA, GA, GA, United States

DESCRIPTION

Job Overview:

The Customer Solutions Group Manager oversees the Customer Solutions team for LG Air Conditioning Technology (LG ACT), focusing on handling escalated B2B customer issues, ensuring timely solutions, and working cross-functionally to enhance the overall customer experience. This role is essential in creating a seamless customer journey and driving industry-leading customer satisfaction.

Responsibilities:

- **Manage Escalations:** Address and resolve complex B2B customer issues in a timely and effective manner.
- **Team Engagement:** Actively assist the team in problem-solving key issues that affect B2B customers, such as credit, supply chain, co-op, and transaction discrepancies.
- **Performance Monitoring:** Establish and analyze departmental KPIs to identify trends and refine team processes, tools, and systems.
- **Customer Experience:** Focus on achieving excellent customer experiences through quick, final issue resolutions and proactive solutions to prevent recurring problems.
- **Reporting:** Prepare and deliver monthly team activity reports for executive review.
- **Lean Principles:** Integrate lean practices like MDI, root cause analysis, and countermeasures in daily routines to ensure continuous improvement.
- **Cross-functional Collaboration:** Partner with various teams within LG ACT, LG

Electronics US, and LGEAI to resolve issues and enhance processes.

- **Team Development:** Recruit, motivate, and evaluate team members to drive engagement and performance.
- **Customer Satisfaction:** Work with LG Contact Center management to improve customer satisfaction metrics, notably the Net Promoter Score (NPS).
- **Process Improvement:** Continuously enhance departmental processes and workflows.

Qualifications:

- **Experience:**
 - At least 10 years in customer support roles, with a minimum of 5 years in HVAC industry customer support.
 - 5 years of experience managing teams.
- **Travel:** Up to 20% travel may be required.
- **Lean & Improvement Processes:** Proven experience with lean principles or continuous improvement methodologies.
- **Communication Skills:** Ability to distill complex ideas and communicate them clearly.
- **Organizational Skills:** Strong ability to manage and prioritize multiple projects.
- **Influencing Ability:** Skilled at influencing without authority to achieve team and organizational goals.
- **Technical Proficiency:** Strong skills in Microsoft Office and Salesforce CRM and Service Cloud.

About LG Electronics:

At LG Electronics, we drive innovation to make life better, with a commitment to high ethical standards and a culture of creativity, diversity, and integrity. Our management philosophy, “Jeong-do Management,” underscores this commitment. Our brand promise, “Life’s Good,” guides our journey to enhance people’s lives worldwide, from home appliances to business solutions. We foster an inclusive environment where employees feel valued, supported, and motivated to achieve their potential.

Benefits & Culture:

LG provides an employee experience designed for professional growth, health and well-being, and a supportive internal community that sets up employees for success.

Join LG Electronics and help us shape the future of technology. Together, we can make life good for everyone.