

CHELSEA ZIMMERMAN

Director of Customer Service

TurnKey Corrections/Three Square Market

What you might not know about me:

Proud Parent of Twins

Colorado Native

Avid Reader

Loves to Run

Loves hiking, the mountains, and work (of course)



A #FirstClass Organization,
Where #EverybodyCounts!

What people say about me:

"It has been my great pleasure to know Chelsea at a professional level. She is a go-getter that you can get behind, and always shows an aptitude and willingness to learn and improve, even out of her own comfort zone, if it benefits the company. She has an affinity for customer service; the ability to put herself in the customer's shoes and sympathize with them to come up with a mutual solution has not only been stressed vocally but constantly displayed for our team to view and aspire at."

- Justin F., Co-worker

What I Do:

- Develops and implements policies.
- Responsible for employees' training and development.
- Partners with the management team to align customer service department policies and systems with the company's objectives.
- Oversees customer issues and ensure effective and long-term problem resolution.
- Develops and implements procedures pertinent to the effective and efficient operation of the Customer Service Department.
- Monitors programs and procedures to ensure customer satisfaction.
- Maintains in-depth working knowledge of Three Square Market and TurnKey Corrections' systems and processes.
- Sets performance standards to meet service goals of company.
- Coaches Customer Service Team in order to achieve high performance.

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