

Customer Service Manager



Lexington, Kentucky | Hallway Feeds

Hallway Feeds, a family-owned leader in premium equine nutrition and manufacturing, is seeking a seasoned Customer Service Manager to join our Lexington, KY team. This role is ideal for an experienced professional who values relationships, consistency, and taking ownership of meaningful work in a respected, long-standing company.

If you enjoy being the steady point of connection between customers, staff, and operations and take pride in getting the details right, we invite you to consider joining our team.

About the Role

The Customer Service Manager plays a central role in the daily operations of our business. You will oversee customer communication, direct the customer service team (including our local delivery drivers), and collaborate closely with operations to ensure orders are accurate, timely, and handled with care. This position is critical in ensuring outstanding service and offers the opportunity to make a positive impact on both customers and internal processes.

Key Responsibilities

- Effectively utilize our computer operating system for orders, invoicing, and reporting
- Maintain regular contact with established customers to coordinate delivery orders
- Ensure accurate and timely communication with operations for production and delivery planning
- Direct local delivery team and provide timely service solutions
- Provide knowledgeable, professional support to walk-in customers
- Resolve escalated customer concerns
- Assist with account receivables
- Support sales and marketing efforts by keeping customers informed and engaged

Preferred Skills & Experience

- Previous customer service experience (management or leadership experience strongly preferred)
- Bachelor's degree preferred, but not required
- Practical equine or equine industry knowledge
- Clear, professional written and verbal communication skills
- Strong organizational skills, detail-oriented, and able to multitask
- Comfortable providing direction and leadership to a team

Customer Service Manager



The Ideal Candidate

- Brings experience, perspective, and professionalism to their work
- Enjoys balancing multiple priorities without apprehension
- Is dependable, thoughtful, and solutions-oriented
- Takes pride in building trust with customers and coworkers alike
- Naturally cheerful and engaging with others

Compensation & Benefits

- Starting salary of **\$65,000**, plus performance-based bonus
- Health insurance
- Profit sharing
- Stable, family-owned work environment with long-term opportunity

Schedule & Location

- Monday – Friday
- 7am – 4pm
- Onsite in Lexington, KY
- Reliably commute or plan to relocate before starting work (required)

About Hallway Feeds

For decades, Hallway Feeds has partnered with horsemen and women around the world delivering feeds and supplements that meet the highest standards of quality and performance. As a family-owned company, we value integrity, excellence, relationships, innovation, and service. When the ingredients are right, everything else follows – this is when We Fuel Excellence in the horses we feed, the people we serve, and the way we work. That is our mission.

Contact- Please send resumes to:

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