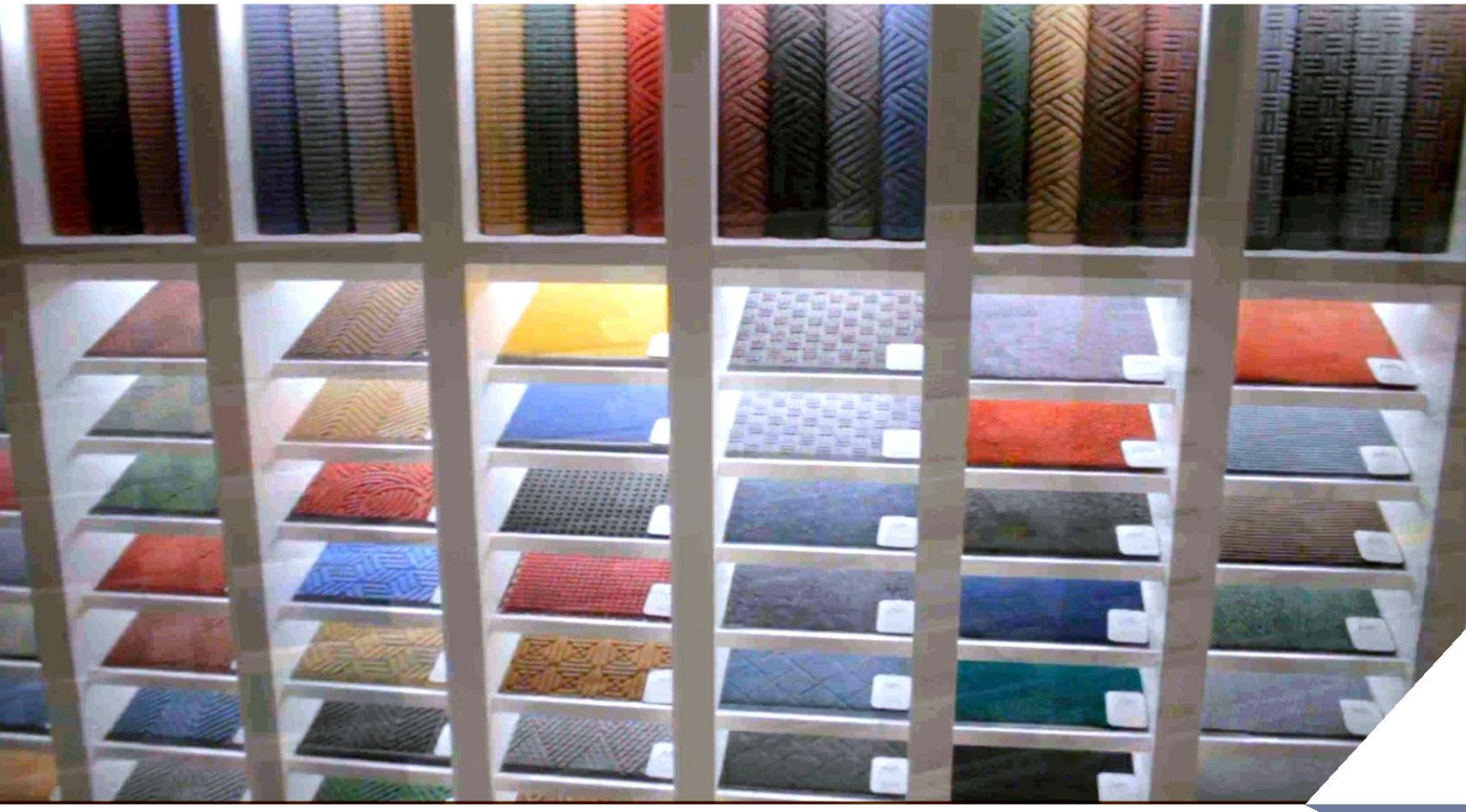
MOUNTVILLE

Customer Experience Manager



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About Mountville

Founded in 1963 and headquartered in a newly renovated facility in LaGrange, Georgia, Mountville is a leading manufacturer of commercial, residential, and promotional floor mats serving customers across North America.

Today, Mountville is an approximately $300 million, privately held, family-owned, multi-site mat manufacturer with a strong balance sheet, significant production capacity, a long runway for continued organic growth, and capital to support growth through acquisition. The business has recently invested heavily in ERP infrastructure (Microsoft Dynamics 365), positioning the company to scale with greater discipline, visibility, and operational rigor.

M&A Matting, Mountville's core matting division, is anchored by manufacturing facilities in Dalton and LaGrange, Georgia. It is the company's primary engine for customer-facing matting solutions and manages a complex customer experience function spanning order management, issue resolution, inside sales support, and graphic design for custom logo mats. Mountville's culture is values-driven and pragmatic, emphasizing character, accountability, and collaboration.

▶ **Watch a video about M + A Matting**

1963

FOUNDED IN LAGRANGE, GEORGIA

$300M

PRIVATELY HELD, FAMILY-OWNED

60+

YEARS IN THE MAT INDUSTRY

To lead as the top global supplier of matting products and a premier domestic producer of specialty rubber compounds, prioritizing customer satisfaction through professionalism and continual innovation.



The Opportunity

Mountville has retained CarterBaldwin to identify a Customer Experience Manager: a leader who can restore the responsiveness and cultural excellence that have historically defined the business.

A strong incumbent has moved on after many years of dedicated service, opening the door for a new leader to reshape how Mountville serves its customers. While a strong foundation exists, response times have recently slipped. The causes are structural: an ERP transition, staffing gaps, a more cumbersome ticketing process, and a team stretched past its bandwidth. In the interim, members of the outside sales team have stepped in to take calls, a stopgap that pulls them away from driving revenue.

The leadership team believes the team has lost some of the operational and cultural excellence that once defined Mountville's customer experience. The company seeks an outside perspective: someone who can assess honestly what is working and what is not, and lead the team through change that drives better performance and elevates how the company takes care of its customers.

> *Mountville's Why is to create opportunities that elevate those they serve: their people, their customers, their business partners, and their environment. Their Just Cause is to protect what matters.*



The Role

Reporting to Andrew Buchheit, President of the M&A Matting division, the Customer Experience Manager will lead a team of twenty professionals across two sites, Dalton and LaGrange, spanning customer experience (order management, issue resolution, and inside sales support) and the division's artwork function. Highly visible to executive management and core customers, this role is the first line of defense in how customers experience the company.

LEADERSHIP PRIORITIES

Rebuild Responsiveness

Move customer response times from the current four-to-six-day backlog toward a four-to-six-hour standard, partnering closely with sales, operations, and the ERP team.

Install Metrics and Visibility

Establish the KPIs and daily visibility absent since the ERP transition, connecting the team's daily work to Mountville's broader strategic goals.

Specialize and Develop the Team

Organize roles by strength rather than a jack-of-all-trades model, and lead a tenured team through real cultural change with a dynamic, collaborative style.

Ready the Team for New Technology

Prepare for AI-assisted response tools, a new Shopify B2B self-service portal, and chat and automation expected over the next twelve to twenty-four months.

The Ideal Candidate

Mountville is looking for a dynamic, strategic, and genuinely collaborative leader who can bring a fresh perspective, inspire and build culture within a stable and tenured team, define what success looks like, and drive clear metrics.

The Culture Builder

Inspires rather than directs, builds culture within a long-tenured, process-oriented team, and brings energy, empathy, and trust to two distinct site cultures.

The Outside Perspective

Brings demonstrable experience from other organizations and service models, and is comfortable assessing honestly what is working and what is not.

The Metrics-Driven Operator

Has implemented KPIs and service standards where little existed prior, driving accountability without crushing morale or collaboration.

The Change Leader

Solutions-oriented and comfortable with ambiguity, guiding a tenured team through a post-ERP transformation and incoming technology.



Qualifications and Attributes

PROFESSIONAL QUALIFICATIONS

- Seven or more years of progressive leadership in customer experience, customer service, or a related operations function, ideally in a manufacturing, distribution, or multi-site environment.
- A record of implementing metrics, KPIs, and service standards where little existed prior.
- Familiarity with CRM and ERP systems, ideally Salesforce and Microsoft Dynamics 365 or a comparable enterprise platform.
- Working familiarity with order management, ticketing, and reporting tools in a technical, systems-driven environment.
- Experience partnering with sales and identifying upsell and account-growth opportunities.
- Bachelor's degree required.

PERSONAL CHARACTERISTICS

- Empathetic, flexible, and trusting; quick to believe and comfortable letting people experiment and learn from failure.
- A genuine culture builder who inspires rather than simply directs and brings energy to a tenured team.
- Comfortable with ambiguity and ongoing change in a post-ERP environment still finding its footing.
- Able to connect daily work to strategic purpose and articulate why customer experience matters to the business.





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