

Customer Service Manager

We are looking for an enthusiastic and experienced Customer Service Manager to join our team and direct the customer service team towards delivering excellent customer care by focusing on proactive customer relationships, people development, problem prevention and continuous improvement of the customer service operation.

Job description

- Plan and manage customer service operations within cost lines and relevant KPIs.
- Improve Customer Service operations to lower customer effort and improve retention.
- Monitor operational part of SLA and manage successes/failures.
- Responsible for start-up and termination of customers.
- Solutions to customer issues within mandate, including credit notes within mandate.

Person Specification

- Excellent verbal & written communication skills.
- Ability to listen to and influence peer group and department team members.
- Good attention to detail and the ability to analyse data.
- Ability to organise self and others to ensure tasks are carried out in a timely manner.
- Strong collaboration & influencing skills across departments and sites.

Commercial Focus

- Accountable for retention on portfolio accounts and ensure standard commercial terms.
- Shared responsibility for credit monitoring with shared service.

Leadership

- Coach and train customer service employees to ensure right competence levels.
- Manage all Customer Service resources, including personnel.

Continuous improvement

- Operational improvements on New Business and Quotes process and procedure.
- Improvement initiatives for CS operations.
- Operational improvements on plant and CU level (influence).
- Identify and implement opportunities for problem prevention.