

JOB DESCRIPTION

TITLE: Team Manager

Job Role:

The role involves leading and directing a busy customer service team for predominantly online retail operations. Reporting to Head of Customer Service, this role requires the Customer Service Team Manager to provide managerial support, management reports on departmental performance measures and monthly Q&A. Improving team performance, planning targets, up-selling, coaching, training, managing daily workload, daily workload allocation and setting best practice to maximise efficiency of the customer service operations is the main focus of the role, as is delivering exceptional customer service as a core value of the business through your staff. Currently there is no opportunity to work from home.

Key responsibilities:

- 40 Hour week shift rota scheduled – PLEASE TAKE NOTE *** the successful candidate will be required to work every Saturday and Sunday, with 2 consecutive days off during the week.
- Shifts are scheduled as follows:
 - 09h00 – 17h30 Monday to Saturday
 - 08h30 -17h30 Sunday
- Manage and maintain customer service levels
- Leadership of team members
- Increase efficiency and set best practice guidelines
- Maintain staff and personal knowledge of relevant consumer legislation
- Ensure a high volume of quality calls and emails are responded to and thereby ensuring that the rapid response targets are met
- Deal directly with escalated customer complaints and fault requests, maintain CRM customer records accurately
- Provide information and technical advice where necessary to both team members and customers
- Provide management reports and action Q&A reports
- Liaise with staff for operational assistance and information
- Understand the key drivers of the business and how the team contributes to them effectively and efficiently
- Recruitment of team members
- Training and development of team members through coaching
- Continuous Performance Management feedback to staff members
- Monitor and escalate issues experienced on any CRM implementations and testing
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adhere to relevant health and safety procedures
- Pursue personal development of skills and knowledge necessary for the effective performance of the role
- Adhere to stated policies and procedures relating to Health & Safety Management
- Any other tasks deemed by the Company to be necessary for the successful completion of the role

Person Specification:

- Previous supervisory experience essential
- Customer service/ call centre experience is an added advantage
- Strong in coaching for performance
- Excellent Excel and Microsoft office skills
- First class communication skills
- Experience of using CRM software
- Strong numeracy and literacy skills to identify data anomalies and trends
- Able to multitask
- Strong time management for self and others
- Knowledge of SOGA and Distance selling regulations preferred
- Calm, methodical, intuitive, team player

For Further Information:

Please contact Charlotte Arrowsmith, Human Resource Assistant:

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