



JOB DESCRIPTION:

Customer Services Manager

Job Title:

Customer Services Manager

Main Purpose of Job:

This is a new role reporting into the Head of Customer Operations which has the main aim of providing leadership and support to our growing customer services team.

Subscription is a new and growing vertical in automotive and we have, to date, achieved a great deal of success through a lean and agile approach. With the market now taking shape and demand increasing month on month we need an experienced professional to support team growth and development.

You will be responsible for regularly monitoring the performance of customer service and producing regular reports to the Head of Customer Operations. There will be opportunity to improve or simplify current processes and monitor implementation. You will also act as the escalation point to resolve disputes and complaints.

Understand legal and non-legal compliance requirements and communicate with team members to ensure they are aware of their roles in compliance. Carry out detailed research and attend training sessions. To conduct QA's and feedback to team members on ways to improve. Maintain records and suggest training to ensure the highest level of compliance.

Responsible to:

Head of Customer Operations

Main Tasks of Job:

- Support with the growth of the team to deliver excellent customer service across phone, email and webchat.
- On-boarding and training customer service representatives
- Leading on QA processes and providing reports to the board
- Monitoring mailboxes to ensure processes are followed

- Acting as the main point of escalation for complaints
- Being a champion for the customer in the business
- Focus on improving customer satisfaction
- Suggesting process or platform improvements e.g. review and implement chat bot functionality or similar.
- Work with the product and tech teams to ensure delivery of customer centred platform improvements.

Requirements and skills

- Experience working in a heavily compliant customer service environment
- Enthusiasm for service improvement
- Self- Motivated and a passion for excellence
- Computer Literate
- Fluent in oral and written English
- Experienced using MS tools (Outlook, Word and Excel)

Benefits:

- 25 days annual leave
- Buy & sell up to 5 days annual leave
- Birthday days off
- Hybrid working