

CUSTOMER SUPPORT MANAGER

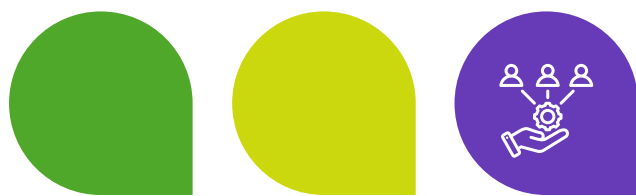


ABOUT THE ROLE

Based at our call-centre hub in Newark on Trent, the Customer Service Manager will be responsible for the effective management and coaching of a small team of Customer Service Advisors and Team Leaders. The role is also responsible for maintaining and improving our high standards of customer satisfaction through process optimisation.

Main responsibilities include but are not limited to:

- Continually improving and reviewing processes to enhance the customer experience.
- Delivering operational efficiencies that align with Greenzone's commitment to excellence in service.
- Building and maintaining a comprehensive knowledge of Greenzone's products and services whilst ensuring the team's knowledge is up to date with changes, developing effective training processes and documentation.
- Developing and implementing effective processes, including documentation, for handling all cancellation requests and improving customer retentions for customers. Providing reporting on retention efforts.
- Serving as the final escalation point for customers following Team Leader recommendations, and ensuring escalations are handled in accordance with the Company's complaints procedure.
- Convene and participate in meetings with the Customer Service Team as necessary to discuss expectations and identify areas for improvement.
- Developing and maintaining strong working relationships with colleagues and customers to create a positive and collaborative working environment.
- Taking responsibility for employee management of the department, including recruitment, staff retention, conducting staff reviews, and making recommendations for training and development.
- Collaborating with other department managers by attending regular meetings to discuss issues and identify areas of improvement necessary for the department.
- Ensuring the department maintains adequate staffing levels at all times to meet our customer requirements effectively.
- If required, handle tickets in the Customer Service Team, providing support and assistance.
- Reviewing extra services added by the Customer Service Team to check for inaccuracies before invoicing, allowing for amendments as needed.
- Reviewing the effectiveness and efficiency of the team, including the utilisation of Greenzone Software for ticket generation, allocation, and resolution. Aiming to maximise team productivity and reduce customer response times while leveraging technology where possible.
- Liaising with the IT Department to discuss ongoing improvements to Greenzone software and systems training, ensuring that customer service tools are optimised for efficiency.
- Always acting in the Company's best interest, supporting its growth and maintaining a positive reputation in all customer and supplier interactions.
- Handling insurance claim requests as and when required, ensuring customers' needs are addressed promptly and professionally.
- Preparing reports for the business as reasonably required, providing valuable insights and data for decision-making.



CUSTOMER SUPPORT MANAGER



ABOUT YOU

Skills:

- Strong leadership, coaching, and interpersonal skills.
- Excellent communication and problem-solving abilities.
- Excellent written and verbal communication skills with the ability to communicate at all levels.
- Effective self-management of own workload and time.
- Ability to work under pressure and to deadlines.
- Accuracy and strong attention to detail.
- Proficiency in using CRM software and other customer support tools and strong IT skills.
- Analytical mindset with a focus on data- driven decision making.

Experience:

- Proven experience in customer service or service management role or call centre background.
- Experience of working in the waste industry (desirable)
- Experience in an effective people management role.

Benefits:

- Competitive salary and benefits
- Company Pension scheme and Life Assurance scheme
- 25 days annual leave per year, plus bank holidays
- Career development and training opportunities
- Eatzone – our on-site subsidised canteen
- Subsidised gym memberships
- On-site parking
- Employee Assistance Programme

