

Job Description

Title: Customer Service Manager

Department: Customer Service

Reporting to: Managing Director

Objectives:

GO 4 Schools is an online, mission-critical system that is transforming the way schools across the country collect, manage and analyse their information. The Customer Service Manager will be responsible for managing and developing the growing GO 4 Schools' Customer Service Department, which currently consists of a technical support team of five plus three customer service representatives.

Key Responsibilities

Customer Satisfaction:

- Principally responsible for customer satisfaction with the GO 4 Schools pre- and post-sales service and support offerings to ensure a smooth initial implementation of the system by customers and excellent after-sales care.
- Development and coordination of the delivery of customer service reviews ('health checks') to support the customer's use of the service and to improve their efficiency and supportability.
- Development, monitoring and reporting on KPIs related to service delivery and customer satisfaction.
- Understand the customer's business practices/procedures, business drivers and culture.
- Supporting renewals and upselling through proactive communications regarding the GO 4 Schools service, support and strategic product plans.
- Acts as a trusted advisor to customers through a consultative sales approach to understand their needs, issues and strategies and to identify opportunities for upselling.
- Manage customer escalations and requests to ensure efficient resolution by collaborating with technical support, operations and software development teams.
- Ensure compliance with contractual Service Level Agreement (SLA), which covers service performance, and responsiveness of technical support.
- Review service delivery failures and produce incident reports when required.
- Contribute to evolution of the SLA so that customers understand what they will be held accountable for in the customer relationship.

Leadership, management and business improvement:

- Overseeing the day-to-day operation of the Customer Service Department.
- Monitoring and evaluating the performance of the Customer Services Department and increasing the effectiveness and efficiency of the department by driving continual process improvements to achieve business goals and maximize customer service.
- Short/mid-term capacity planning for the annual cycle of work, ensuring appropriate levels of resource are available within the teams to sustain excellent levels of service to clients.
- Understanding strategic business objectives to contribute to long-term planning, with a specific focus on the Customer Service function.
- Maintain an intimate understanding of the GO 4 Schools service and support capabilities and contribute to its ongoing development in response to customer needs.

- Ensure continued alignment of the Customer Service Department with the objectives of the company
- Staff training and development

Person specification / job skills

Personal attributes

- Excellent organisational skills
- Excellent written communication skills
- Confident communicator
- High level of accuracy and attention to detail
- Numerate
- Good working knowledge of Microsoft packages and CRM systems.

Management skills

- Democratic management style
- Experience of managing a busy customer service team
- Experience of training, developing and mentoring new staff
- Experience of developing and refining processes to improve efficiency and the experience of customers
- Proven ability to develop, collect and monitor appropriate KPIs to drive improvements in customer service and to support resource planning
- Proven ability to prioritise your own and team workloads to meet customers' requirements

The ideal candidate will also have appropriate professional qualifications.

Customer service skills

The successful applicant will have a background in delivering excellent customer service as well as management of a customer service team.

- Proven ability to develop excellent product knowledge in the software sector
- Proven ability to build and maintain good customer relationships
- Exceptional customer service skills
- Excellent telephone manner: patient, friendly and professional
- Ability to work diplomatically and empathically with all customers