Customer Services Supervisor Job Description

Decora
Blind Systems

Customer Services
Issue Number 2
Date of Issue: July 2012

Job Title: Customer Services Supervisor

Job Family: **Customer Services**

Reports to: **Customer Services Manager**

Main function: Development of the Sales Office staff to include the coaching and on the job assistance of the team, to ensure that order processing targets, operational processes and recognised customer service 'Best Practice' are being adhered to. Providing technical and product specific support to team members within the function.

The Customer Services Supervisor should be a 'Recognised Expert' for relevant products & customer services processes.

Role responsibilities:

- To lead and motivate a highly skilled team of Customer Service Representatives.
- Display the highest level of verbal and written communication to our customers.
- Providing the necessary feedback, training, and development to sales office staff to improve their accuracy, productivity, and quality and overall work standards.
- Providing the Customer Services Manager and supervisory colleagues with effective management information that will identify areas for improvement, and show progress of individuals, in relation to service performance, quality and training needs.
- Conducting root cause analysis and provide ongoing recommendations/solutions to improve professionalism and customer service.
- Ensuring the team provides the highest levels of accuracy and attention to detail in order to deliver excellent customer service.
- Ensuring all team members are achieving their KPI's daily
- Proactively assisting and implementing order process improvements.
- Maintaining a sound understanding and adherence to the Sales Office 'Code of Conduct' and quality policies.
- Ensuring full understanding of the Company's quality standards and expected standards of service in support of this role.
- Liaising with 'Learning & Development' to assist and support specific activities relating to the training and development of staff within the team.

General

- Maintaining and observing a high degree of professionalism, ensuring confidentiality at all times.
- Display prompt and effective organisation, planning and decision making.
- Ensuring the team are focused on customer service 'Best Practice' at all times.
- Maximising your personal competency through Continuous Professional Development.
- Undertaking any other reasonable duties / projects which may be required from time to time.

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.

The Competency Framework

Please refer to the Competency Framework for competency definitions and details on competency levels for this role.

Role Competencies

Customer Service
Planning and Organising
Quality and Efficiency
Organisational Awareness
Leadership
Teamwork
Ownership

Personnel Specification

Job Title: **Customer Services Supervisor**

Job Family: **Customer Services**

Reports to: **Customer Services Manager**

	Essential Criteria	**Desirable Criteria**
Qualifications & Experience	Minimum of 2 years' relevant supervisory experience within a Customer Services environment Previous experience of providing the effective planning, organisation and development of a team of Customer Services Advisors Experience of delivering individual/group coaching to improve professionalism and customer service Demonstrate ability to communicate information and develop individuals to improve their knowledge and skill set Experience of working within a busy, fast paced and demanding environment with the ability to work accurately and within strict timescales	Experience working within a busy customer services team based environment Experience of working within a manufacturing environment
Special Aptitudes	High standard of computer literacy, including experience of setting up reports to show performance and progress against department KPIs	Highly customer focused and able to demonstrate excellent communication/telephone skills Demonstrate an understanding of customer service 'Best Practice'