

Customer Services Manager Job Description

Decora

Blind Systems

Customer Services

Issue Number 1

Date of Issue: 25 November 2010

Job Title: Customer Services Manager

Job Family: Customer Services

Reports to: Operations Director

Main function:

Responsibility for the day to day management of the Customer Services Department. Providing leadership and direction to the Customer Services Supervisors and their teams to ensure that an excellent standard of service is provided and maintained.

Role responsibilities:

- To ensure the full implementation of the Customer Services strategy across the business.
- To ensure that the Customer Services function operates effectively and that the functions' activities are aligned to departmental and Company objectives.
- To ensure the accurate processing of customer quotations, orders and order confirmations within agreed timescales.
- To ensure that all customer enquiries are satisfactorily managed, resolved and closed within agreed timescales.
- To ensure that the Customer Services function is adequately staffed and trained to deliver an efficient service to internal and external customers.
- To represent the Customer Services function as an active member of the Senior Management Team.
- To actively promote and manage the process of continuous improvement in Customer Service standards within Call Enquiries and Order Processing.
- Create and sustain a positive team environment displaying high levels of motivation and excellent team spirit.
- Participate and contribute to relevant management meetings.
- Promote effective communication throughout all levels of the Customer Services function.

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

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Personnel Specification

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Factor	Essential Criteria	Desirable Criteria
Attainments and Experience	<ul style="list-style-type: none"> Minimum of 5 years' recent and proven experience within a busy commercial customer service environment, of which 3 years should be at senior customer relations management level Customer & employee relations management Demonstrable experience of successful change management and/or application of continuous/business improvement techniques 	<ul style="list-style-type: none"> Third level qualification or equivalent Experience gained within a manufacturing or wholesale environment Experience in a quick response, highly fluctuating, customer driven industry Setting and monitoring performance targets/KPIs Resource planning & control Relevant managerial courses
Special Aptitudes	<ul style="list-style-type: none"> Excellent people management, leadership, coaching and motivation skills Excellent customer awareness & focus Excellent communication and interpersonal skills Excellent planning, organising and prioritising skills Excellent decision making / problem solving capabilities Demands high standards of accuracy and attention to detail Ability to persuade and influence others Ability to use own initiative Knowledge of Microsoft packages 	<ul style="list-style-type: none"> Knowledge of Quality Management Systems Knowledge of a CRM system Effective report writing skills
Disposition	Positive / 'Can Do' philosophy Have a holistic approach / vision Assertive and confident manner Patient and calm demeanour High levels of honesty & integrity Creative/innovative/forward thinking Good commercial acumen Analytical and efficient approach to work Willingness to work additional hours as required	N/A