

Job Description



Job Title:	Customer Service Manager
Job Location:	Sunamp Ltd, East Lothian
Department:	Customer Service
Reporting to:	Chief Operations Officer
Reports:	n/a
Job Purpose:	Working and supporting the Customer Support Team to give a clear response and resolution to any customer question or problem.

Responsibilities

Customer Support

- Training requirements for existing customers
- Arrange training requirements for the above including both classroom/online and field training
- Arrange relevant training space for the delivery of the training
- Solicit feedback on this training, working with sales coordinator on planned installer training
- Arrange dates for online training
- Notify all participants with details of training
- Solicit feedback
- Ensure all participants receive relevant materials and certificates
- Arrange compliance checks for all equipment used by the field service engineer and customer service engineer, e.g. maintenance for Zonzini lifting equipment
- Support finance on warranty process as and when required
- Support and feed into Trustpilot process in conjunction with sales coordinator and marketing team.

General

- Use the most appropriate method of communication when being the first point of contact for all customers;
- Develop and maintain effective working relationships with key customers to develop more business opportunities;
- Provide credible customer service support to all customers/end users whilst building long term relationships with installers and recurring customers base.
- Alongside the customer service team, monitor customer service response, satisfaction and associated KPIs to ensure targets are being met and exceeded.
- Handle and resolve customer concerns/complaints and enquiries with professionalism and easy at all times.
- Manage all communication channels regularly and flagging any technical issues with the IT team regularly.

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- Working alongside colleagues to ensure that customer service exceed customer satisfaction KPIs as well as ensuring all policies, procedures and paper trails are transparent and complied with.
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Support

- Support sales coordinator if required.

Continuous Improvement

- Work with colleagues to continually improve processes and business performance;
- Support changes in the role necessary to take the department and business forward; and
- Work to achieve personal objectives set at appraisal and/or those set monthly or quarterly.
- Working alongside marketing/IT assist with feedback and experiences to improve the customer experience.
- Maintain all in house customer service systems and ensure kept up to date.
- Coordinate, analyse and improve customer service functions to meet the company goal.
- Being aware of product updates and revisions by attending relevant meetings and maintain a competent understanding.

Skills & Qualifications

- Excellent organisation and coordination skills
- Ability to use multiple CRM and customer service ticketing systems
- Minimum NVQ 3 Customer Service or other relevant experience or qualifications
- Proactive by nature with ability to communicate by all channels
- Good numeracy and literacy skills
- Innovative thinker, solution focused
- Excellent record keeping
- Ability to compile tangible data to benefit both Sunamp and Customer service experience
- Ability to manage information flows.
- Empathetic to all end users
- HVAC technical understanding is desirable
- Second language is desirable

This role profile outlines the current main responsibilities of the post. However, the duties of the post may change and develop over time and this role profile may be amended in consultation with the post holder.