

power to you

## Customer Service Assistant Manager/ Manager

### Position details

<b>POSITION TITLE:</b>	Customer Service Assistant Manager/ Manager
<b>BAND</b>	3
<b>EFFECTIVE DATE</b>	
<b>PURPOSE OF ROLE</b>	To ensure the effective running of the Call Centre and that we are providing the highest levels of customer service, throughout the customer experience
<b>LOCATION:</b>	Jersey, Head Office
<b>NORMAL HOURS</b>	37.5 per week Monday – Friday 8.30am – 5pm
<b>REPORTS TO:</b>	Head of Customer Services Delivery
<b>KEY INTERNAL RELATIONSHIPS:</b>	Technical Team, Pan Island shop Teams, Billing Team, Collections Team, Corporate Teams
<b>KEY EXTERNAL RELATIONSHIPS:</b>	Central IT Team

**KEY RESULT AREAS:**

Performance and progress in the following areas will be a priority for the **Customer Service Assistant Manager/ Manager**. The level of achievement within these areas will be the basis for performance measurement.

1. Complete Weekly FTR & Call Stats
2. Proactively Lead the team to achieve the highest levels of customer service, including achieving a call success rate of 95%
3. Take Calls on a daily shift basis, being an example to the team of providing the highest level of customer service & to aid in the achievement of the above level
4. Complete Weekly Call Coaching with The Team, including reviewing first line retention, to ensure we are setting a high standard in both this area and within general customer service offerings
5. Ensure Monthly Rota's are completed 1 month in advance to provide enough warning for staff
6. Drive Outcalling Projects, including renewals to ensure the team are eligible for any incentive schemes, alongside this will encompass upselling projects and improved customer service projects
7. Reply to any requests from a manager within a 24 hour period, to at least acknowledge the request
8. Take responsibility for ensuring that 95% SLA is being achieved on all SR Tasks
9. Complete Daily tasks from Acumen
10. Take responsibility to ensure all 121 e-mails are being logged and replied to by the team and that none are missed, by completing a reconciliation of the 121 e-mail spreadsheet
11. Support the team through difficult situations whether it be a difficult customer on the phone or staffing issues, by talking to difficult customers as the second tier of the management structure
12. Maintain a positive attitude in all situations, so this is reflected within the team atmosphere and within the customer service levels provided
13. Manage and motivate team to ensure service level targets are exceeded
14. Monitoring individual and team behaviors
15. Complete any reasonable requests from Management

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Experience

- 5 years customer service experience
- Experience within a similar environment
- People Management Experience
- Flexible
- Target driven
- Good communication and organizational skills
- Problem solving ability
- Motivational
- Good with systems

Position Description approved by Manager:

Title \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Position Description accepted by Incumbent:

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_