

## **Job Description**

### **ILGD Customer Services Manager**

#### **Purpose of Job**

The management and leadership of the customer service function for ILG Direct in accordance with company standards. Initially to include responsibility for a team of approximately six customer service and key account staff who act as the main point of contact for ILG Direct customers and suppliers.

#### **Main Responsibilities**

1. Managing and motivating the team to ensure customers are handled in a friendly, consistent and professional way.
2. Monitoring key account activity to ensure the maximisation of sales opportunities, growth, and the consistency of service and activity levels
3. Ensuring all IT systems and business processes are in place and maintained and improved to maximise efficiency and effectiveness of the department
4. Recruiting and training customer service staff to a standard that ensures services are maintained to the highest standards
5. Liaising with all areas of the business in order to provide customer feedback, maximise learning from complaints and ensure all are advised of new products and service improvements by means of DRIVE (service improvement log)
6. Constantly look for opportunities to improve efficiency, customer service and sales activity.
7. Handling more complex customer enquiries in accordance with company standards
8. Acting as the point of escalation for customer complaints ensuring that these are handled in a professional manner and that any learning is disseminated to the team and the business as appropriate
9. Ensure conversant with industry security standards and that those are applied as appropriate
10. Work with the senior management team with regard to the integration to the business of mergers and acquisitions

11. Scheduling in re-negotiation of contracts and ensuring completed in accordance with company standards
12. Manage and coordinate various consumables pertinent to the division
13. Maintain knowledge of the legislation and policies relating to the customer service team and ensuring staff are kept up to date with changes in legislation and policies that are relevant to their role
14. Ensure that departmental based costs are kept in line with budget
15. Maintaining a thorough knowledge and understanding of ILG products and policies in order to communicate this to the CS team and the customer
16. Ensuring staff appraisals, team meetings, and personal development programmes are in place for the team.
17. The provision and interpretation of management reports as required to ensure business is operating to its fullest potential
18. Any other duties allocated appropriate to the scope of the post.

## **Selection Criteria**

### Experience and Knowledge

- Knowledge of the legislation relating to the business e.g. shipping, air freight or dangerous goods or demonstrates the ability to acquire that knowledge within a reasonable timescale
- Knowledge/experience of the logistics industry and/or specific relevant products (desirable)
- Experience of successfully managing and motivating a customer services team of a similar size or able to demonstrate the ability to do that
- Experience of successfully managing difficult staffing issues such as performance and disciplinary issues
- An understanding of the principles of project management

- Good understanding of the use of numerical information and able to provide appropriate statistical analysis to present to senior management
- Experience of handling complaints and difficult situations in a calm and effective manner
- Experience of setting goals and objectives for individuals/team and monitoring those to ensuring delivery, taking remedial action where necessary
- Experience/knowledge of the principles of change management
- Experience of successfully managing a departmental budget

### Skills and abilities

- Fully conversant with Microsoft office (Word, Excel).
- Experience with using industry specific technology (e.g. 3EX) and/or demonstrates ability to be able to grasp new systems following standard training
- Ability to convey information and knowledge to others in the team in an easily understandable manner
- Familiar with technological advancements relevant to the industry and demonstrates a desire to embrace new technology for the benefit of the business
- Demonstrates the ability to make decisions when under pressure
- Proven and highly developed customer service skills
- Proven ability to constantly improve the efficiency and effectiveness of services provided to the customer
- Excellent communication and presentation skills both in person and in writing. Able to present to clients in a manner consistent with company standards
- Ability to put in place and monitor effective personal development plans for the team

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