

# Customer Engagement Team Leader at Numatic International Ltd, Chard

The Team Leader will be responsible for managing and leading a team of employees, overseeing the day to day performance within the customer engagement centre. The Team Leader will communicate departmental goals and service deadlines to the team, whilst ensuring the delivery professional customer service within a sales focused environment.

The Team Leader will have full knowledge of all aspects of the Customer Engagement Centre activities reflecting the multi-skilled environment and will management information to best influence the performance of the Customer Engagement Centre to deliver against Key Service KPI's.

You will work closely with junior and middle management and will be accountable for excellence in internal and external customer service provision driving an increase in revenues and maximising up sell opportunities.

In collaboration with the Marketing and Communication team you will understand social media impact and lead various social omni-channel campaigns to further enhance reach across all customer demographics.

The Team Leader will be responsible for undertaking sometimes difficult procedures that will support the objectives of the Customer Engagement Centre providing continuous improvement and contribute to the work of the department whilst supporting the celebration of local successes.

## Main Duties:

- Act as a first point of contact for the Customer Engagement team within Customer Engagement to both internal and external stakeholders, communicating progress and requirements where relevant.
- Deliver against Key Customer Engagement Centre KPI's (Service Level, ASA, Abandon Rate)
- Ensure advisor adherence to system process including but not limited to the CRM system
- Successfully deliver and maintain customer insight and escalated issues process.
- Maintain detailed training documentation and records working closely with the Senior Customer Engagement Management Team.
- Create and maintain management information reporting dashboard.
- Provide clear and concise data and analysis showing an understanding of success and where corrective action is required.
- Ensure that all business initiatives are supported and implemented.
- Contribute to recruitment and induction programmes, acting as a lead with relevant internal stakeholders.
- Lead members of the Customer Engagement team to support a culture of continuous improvement.
- Ensure attention to detail, rectification of process errors and cost control are considerations on all aspects of the Customer Engagement team activities and tasks.
- Adapt to flexible working demands as volumes dictate through the day.
- Represent your team with other internal and external stakeholders to ensure the interests of Customer Engagement Centre are properly represented and promoted.
- Fully implement all changes to processes, methodology, environment and practice within the department in a positive supportive manner.
- Support the Assistant Manager on any business improvement projects to support activities that impact your own job or that of your team.
- Handle sometimes complicated one-off tasks or assignments including external customer issues.

## About you:

- GCSE Level 5 or above (GCSE grade A-C) in English and Maths or relevant work experience relevant to required area of expertise.
- Desirable; business, consumer or management studies.
- Demonstrable experience of leading a small to medium team, working to critical deadlines.
- Robust experience working in an office environment.
- Robust understanding of commercial and customer relationships.
- Previous experience in multi-channel customer delivery environment.
- Previous high volume qualitative recruitment experience.
- Experience with interacting with customers and across disciplines and teams.
- Experience of project management within multi-channel customer service environment.
- Experience of dealing with complicated customer service issues and demands.
- Ability to provide leadership and guidance into all aspects of work.
- Strong, prioritisation skills with ability to manage competing, conflicting demands.
- Ability to work independently and as part of a team, using own initiative.
- Robust creativity with attention to detail.
- Ability to establish and maintain effective working relationships.
- Ability to work under pressure; be results driven.
- Excellent communication skills, ability to communicate verbally, written and via presentation according to the audience.
- Strong influencing skills.
- Strong IT skills, including Word, Outlook, Excel and PowerPoint.

## How to apply:

Please send your CV and covering letter to [jobs@numatic.co.uk](mailto:jobs@numatic.co.uk)

Closing date: 10<sup>th</sup> December 2021

**Salary: £28,000 per annum**

