



## Team Leader - Customer Service

Our amazing Customer Service team are at the heart of our business, they take pride in knowing what they do makes a difference and thrive on being the voice for our customers, after all without our customers we would not be as successful as we are today.

We are on the lookout for a customer service champion, a natural leader with exceptional people skills who can lead and motivate their team while simultaneously providing excellent customer service, helping to create a “yes, we can” culture.

A key role in striving for excellence within customer service, driving improvement and efficiency. This would suit somebody who is a natural problem solver with a strong customer service ethic and a well-developed sense of financial awareness with at least 3 years staff supervision gained in a busy ecommerce customer service environment.

### Salary/Working Hours

- This is a full-time, permanent position where the office is our playground – no remote work here! We thrive on team spirit and camaraderie that comes with us all being together.
- Unleash your potential during our work hours: 8:30am to 5:00pm from Monday to Thursday and 8:30am to 4:30pm on Fridays!
- We offer a competitive salary of up to £28k dependent on your experience and look forward to exploring and discussing this with you during the interview process.

### What You'll Be Doing

You will be responsible for leading a team of Customer Service Advisors along with providing an exceptional service to our customers, ensuring they receive full support via a wide range of platforms.

- Adopting a team based approach with colleagues to deliver success through supporting others and the wider business aims.
- Leading a team of Customer Service Advisors, assisting with the day-to-day management alongside, including coaching, monthly 121's, recruitment and appraisals.
- Helping to identify any areas for improvement alongside senior team members and implementing an action plan to remedy and improve.
- Motivating and leading the team to achieve and exceed KPI's.
- Responding to customers over Live Chat, WhatsApp, social media and email via the Fresh Desk and Fresh Chat ticketing system.
- Helping carry out regular analysis to monitor team performance and measure customer experience and satisfaction.
- Assisting with the running of reports and sharing daily, weekly and monthly performance data as and when required.
- Ensuring that all correspondence between yourself and the customer is read thoroughly and replied to in line with our brand tone and language.
- Establishing and fully understanding the root cause of issues and advising customers on the best action to take for resolution.
- Updating customer records.
- Problem and query resolution including evaluating assembly/mechanical issues with reference to instruction manuals.
- Liaising with carriers and manufacturers to problem solve and dispute resolution.
- Providing customers with advice on the Consumer Rights Act and Online4baby's return terms and conditions (training will be provided).
- Capturing all relevant information, ensuring that clear notes are left on the system.



- Using voice note and video calls to ensure a fully personalised service.
- Working towards targets set by the Customer Service Manager.

## What We're Looking For

We are looking for somebody with an instinct to help, a people person who is great at building rapport and trust who can think on their feet. A strong team player who thrives in a fast-paced environment and has successfully lead a team with excellent communication and time management skills.

### Leadership Experience:

- Minimum of 3 years proven experience of managing and effectively leading a customer service team within a fast-moving customer service environment.

### KPI and SLA Management:

- Familiarity with managing daily and weekly KPI and SLA structures.
- Ability to monitor and meet performance metrics.
- Well-developed sense of financial awareness, able to see the bigger picture and ensure delivery against SLA's and targets.

### Team Leadership

- Experience leading both in-office and remote teams.
- Capability to handle team dynamics and ensure productivity.
- Ability to work as a coach and mentor for team development.
- Highly motivated attitude to targets and driving performance.

### Escalation Handling

- Proficient in dealing with escalations, especially those of a sensitive nature.
- Resilience and the ability to cope with difficult conversations.

### Training and Development

- Skilled in training and developing team members to enhance their performance and skills.

### Excel Proficiency

- Proficient in using Excel for tracking and reporting purposes.

### Customer Service Software

- Knowledge of Zendesk, Freshdesk or other helpdesk software.

### Communication

- Proven ability to apply the right tone, communicating with customers with empathy and compassion while ensuring that a professional manner is always maintained.

## What Sets Us Apart

- **Award-Winning Excellence:** We don't just talk the talk; we've walked the walk with awards recognising our commitment to excellence.
- **Brand Bonanza:** We stock a treasure trove of products from renowned brands like Joie, Mamas & Papas, Cybex, Puggle, Chicco, Snuz, Ickle Bubba, Cosatto, and many more!
- **Customer Happiness Central:** We've mastered the art of turning customers into fans, their satisfaction is our success story.
- **Price-to-Smile Ratio:** Unbeatable prices for the most adorable products.

## About Us

We are a leading e-commerce retailer with over 30 years of expertise in nursery products, trusted by over a million delighted customers. Our "Excellent" TrustPilot ratings reflect our commitment to top-quality baby products from brands like Joie, Mamas & Papas and Chicco at competitive prices. With a reputation for exceptional service and industry awards, we are passionate about providing the best for parents and babies.

Our team has undergone remarkable expansion as we continue to experience phenomenal growth. There are no indications of us slowing down anytime soon, making this an exciting time to become a part of our team.



## What Makes Our Location So Good

- **Easy Access:** Find us close to Junction 22 of the Manchester Orbital route of the M60 and A62, making your journey smooth and stress-free.
- **Tram and Train Magic:** Hop on over to Hollinwood and Moston – our nearest tram and train stations, bringing the convenience of public transport right to you.
- **Commute with a Smile:** Say goodbye to commuting woes! We're strategically placed for those coming from the surrounding areas.

## Benefits Of Joining The Adventure

We understand that our employees are the real stars of our success story. Without them, we wouldn't be where we are today. To express our gratitude, we've put together a lineup of benefits and exciting progression opportunities including:

- **Free Parking:** Parking worries aside! Enjoy the perk of free, onsite parking.
- **Staff Discount:** Treat yourself! Our employees get an exclusive discount because they deserve it.
- **Friendliest Team Around:** Step into a workplace that feels like family. We're all about a friendly, team-oriented vibe.
- **Sky's the Limit Progression:** Ready to climb the career ladder? We've got extensive progression opportunities just waiting for your ambition.
- **Day-One Responsibility:** Dive into genuine responsibility from your very first day. Your impact starts now!
- **Thrilling Work Environment:** Brace yourself for excitement! Our workplace is buzzing with energy and fast-paced action.
- **Social Events Extravaganza:** Work hard, play harder! We have a variety of social events that keep the team spirit going.
- **Generous Holiday Allowance:** Relax and recharge! Enjoy a generous holiday allowance to make the most of your downtime.
- **Pension Perks:** Secure your future! Once you've conquered the review period, our pension plan kicks in.
- **Birthday Bliss Day Off:** Celebrate you! Take a day off on your birthday because special days should be spent exactly as you please.

## Ready To Join A Workplace That's More Than A Job?

Click to apply or send a copy of your CV and covering letter to:

- [jobs@online4baby.com](mailto:jobs@online4baby.com)

*As an equal opportunities' employer, we value diversity and welcome applicants from all sections of the community. Please note that due to the high volume of applications we receive we are unable to give feedback to candidates at initial application stage.*

**\* STRICTLY NO AGENCIES \***