

## Assistant Customer Service Manager

Discover the excitement of being part of our fantastic customer service team by stepping into the role of Assistant Customer Service Manager! Join our dynamic team and take centre stage in shaping the daily success of our department. As the right-hand person to our Customer Service Manager, you'll be the driving force behind the daily operations, ensuring a seamless experience for our valued customers.

Leading an amazing team of Advisors, you will set the stage for a culture that thrives on delivering exceptional service. Your knack for leadership will not only steer the team toward success but also propel them to surpass targets. If you're a natural-born leader who thrives on delivering unparalleled customer service, we're eager to have you on board!

### 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 £32k dependent on your experience and look forward to exploring and discussing this with you during the interview process.

### What You'll Be Doing

- **Team Leadership:** Leading and mentoring a team of Advisors, promoting a customer-focused environment and high-performance culture.
- **Problem Resolution:** Acting as first point of contact for the team, addressing queries and issues promptly, and escalating when necessary.
- **Coaching and Development:** Assisting with coaching, conducting monthly 1-2-1s, and contributing to end-of-year appraisals to set clear and achievable objectives.
- **Customer Commitments:** Understanding all customer service commitments and ensuring their timely fulfilment.
- **Review Management:** Assisting the Customer Service Manager in handling reviews across all platforms, including managing escalated complaints.
- **Reporting:** Providing reports to the Customer Service Manager, identifying departmental issues, driving efficiencies, and cost savings.
- **Process Improvement:** Contributing ideas for process development, with a focus on enhancing the customer experience and improving satisfaction.
- **Relationship Building:** Building and maintaining strong relationships with couriers, suppliers, and manufacturers.
- **Product Expertise:** Go-to person for product queries, liaising with manufacturers when necessary.
- **Issue Identification:** Highlighting any concerns related to team members, suppliers, couriers, or other matters to the Customer Service Manager.
- **Risk Management:** Acting on any concerns or queries that could adversely impact the business, breach policies, or damage our brand.
- **Performance Metrics:** Assisting in ensuring departmental Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) are met, providing reports as needed.
- **Returns and Refunds:** Ensuring that returns, refunds, and discounts are processed in a timely manner, including authorisation in the absence of the Customer Service Manager.
- **Banking:** Handling banking tasks as required.
- **Meeting Participation:** Attending departmental and management meetings as needed.
- **Cover for Manager:** Providing cover for the Customer Service Manager during their absence.
- **Compliance:** Adhering to all company and HR procedures and policies within the customer service

## What We're Looking For

### Management Experience:

- Minimum of 3 years in a customer service managerial role.
- Proven track record of effectively leading teams.

### CRM System Management and Administration:

- Experience curating and deploying workflows.
- Assisting with automation processes.
- Creating reports and analytical models.
- Strong grasp of customer service software such as Zendesk, Freshdesk or similar helpdesk platforms.

### Team Leadership:

- Experience managing a team of at least 20 reports.
- Capability to handle both onsite and remote teams.
- Ability to help set KPIs and manage SLA targets with finesse.
- Demonstrated leadership, organisational and change management skills, portraying the essence of your impactful leadership style.

### Inbound Volume Handling:

- Experienced in managing an inbound volume of over 3000 contacts per week.

### Financial Control:

- Skilled in financial control, including revenue protection.
- Experience in handling financial disputes.

### Data Analysis:

- Proficient in analysing data to derive insights and improve processes.

### Excel Proficiency:

- Advanced skills in Excel for data analysis and reporting.

### Problem Solving:

- Creative problem-solving abilities, drawing from your experience in managing issues and incidents in a customer service environment.

### Communication Skills:

- Excellent communication skills, enabling you to present reports and updates seamlessly to stakeholders at all levels.

### Flexibility:

- Experience of working in a fast-paced environment, where you have showcased your adaptability, flexibility in changing priorities and knack for meeting deadlines head-on.

## 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.

## Why Choose Us

- **Customer-Centric Culture:** Join a team where you'll be a crucial force in fostering a customer-first atmosphere, ensuring that our customers feel valued and prioritised.
- **Positive Impact:** Your role goes beyond tasks; it's about spreading positivity and encouraging forward thinking, creating an environment that not only serves but uplifts.



- **Continuous Improvement:** Be at the forefront of innovation as you take on the responsibility of improving our service. Your contributions will directly contribute to making our customers even happier.
- **Effective Communication:** Your communication style is more than just a skill – it's a key driver in shaping the collaborative and communicative environment we strive for. Your unique approach will be a significant asset in our journey forward.
- **Departmental Growth:** As you play your part in enhancing our service and embodying our values, you will actively contribute to the growth and success of our dynamic department. Join us in shaping the future of customer service excellence.

## 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 \***

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