



Customer Service Team Leader Job Description

Reports to: Customer Service Team Manager

The Vision:

For Powrmatic to be a world class manufacturer, something we can all be proud of, and something that will enable us to maximise our potential for growth and to provide security for years to come.

The Mission:

To design, develop, and deliver quality HVAC solutions on time (every time), to manufacture products in the most efficient and cost effective way, by concentrating on consistently doing the right things and doing them well, enabling us to maximise shareholder value and stimulate growth.

Definition:

The Customer Service Team Leader develops and delivers the service levels required to provide the customer with the best experience possible, to stimulate customer retention and generate additional opportunities. The Team Leader leads the customer service team to consistently exceed the customer's expectation and provides transparent communication and information.

Overall Purpose of the Role:

To provide support to all internal and external customers; instructing, mentoring and training team members to develop robust departmental systems, policies and procedures to sustain a high level of service to all sectors.

Lead by example and foster a continual improvement culture.

Key Responsibilities:

The list of responsibilities below is not a definitive list and is subject to change as the business needs deem necessary. You may be required to undertake differing tasks within your capability.

General and Task Management

- Identify opportunities to enhance internal processes which promote best practice and lead to overall performance improvement and organisational efficiency.
- Co-ordinate the activities of the Customer Service team; provide support and advice to team members.
- Monitor performance and lead the team to achieve key performance indicators (KPIs) and provide an excellent service to customers.
- Evaluate customer feedback and identify ways to maximise customer satisfaction.
- Ensure that standard operating procedures are documented and maintained.
- Produce written reports when required to do so.

Post-Sales Support

- Monitor and assign emails in generic inboxes, such as info@, orders@
- Answer customer enquiries by telephone and email, plus any other communication channels that are introduced by the company such as live chat and social media.
- Responsible for receipt of all sales orders ensuring all orders are correctly reconciled in terms of cost and scope of works, ensuring customer order reflects the Powrmatic offer.
- Ensure all sales orders are booked into the company's business management system (Progress Plus) and progressed correctly through the system from point of order through to final account.
- Responsible for timely acknowledgment of all sales orders, ensuring Powrmatic lead times are correctly communicated and documented to customers, along with a project programme when required. Any variations in information should be highlighted and resolved prior to manufacture (in association with ASM).
- Liaise with Powrmatic's Production Manager & Team Leader to ensure all orders are progressed within agreed time scales.
- Ensure that all relevant delivery information is gathered from customers, including delivery contact and site details. Liaise with Powrmatic's Transport Manager to ensure site deliveries are coordinated with the customer and all goods are appropriately packed for onward transportation to site.
- Monitor deliveries on a daily basis and liaise with carriers to resolve issues. Keep the customers advised of any delays as early as possible. Provide proof of delivery when required by customer.
- Responsible for all post-order correspondence with customers ensuring all aspects of a project are effectively communicated and documented.
- Support the Product Manager, Accounts Team and Financial Director in the successful conclusion of final accounts.
- Assist customers when pick errors have occurred, liaising with After Sales as and when required.
- Assist customers when goods have been damaged in transit and pass details to After Sales as and when required.
- Assist customers with product returns and liaise with the relevant departments within the Company. Raise RANs (Return Authorised Notes) as required. Follow up outstanding returns for free of charge items.
- Manage escalated calls and emails from customers which result from an issue with an order or delivery.

Reception duties

- Unlocking/locking the reception door.
- Greet visitors and contractors if they are unable to be greeted by the host.
- Answer switchboard calls.
- Prepare conference room and order lunch for management meetings.
- Opening and distribution of post.

People Management

- Plan team rotas to make sure that there is sufficient cover at all times.
- Be responsible for updating TMS (Time Management System) with holiday, sickness etc.
- Provide induction and on-going training and coaching of team members.
- Manage performance; provide development plans and conduct appraisals which encourage employee engagement.
- Assist with the recruitment of new team members.
- Work in a professional and pragmatic manner, respecting all employees throughout the business.

Self Management

- The ability to contribute to a better working environment for yourself and your co-workers. This includes self-awareness, initiative, accountability, persistence, resilience, patience, perceptiveness, and emotional regulation.
 - Flexibility with the departments shift rotation pattern.
 - Be aware of your health and safety responsibilities and co-operate on all H&S matters and procedures, taking care of yourself and others.
-

Skills and Attributes:

- Well developed communication skills; ability to communicate to all levels.
- Able to understand customer requirements and deliver an excellent level of service.
- Good level of literacy and numeracy.
- Organisational skills with the ability to prioritise a varied and demanding workload
- Problem solving skills
- Excellent team player
- Effective team co-ordination and leadership skills
- A high level of commercial awareness.
- Computer literate in MS Office

Qualifications and Experience Levels:

Essential

- Educated to GCSE standard with level 4 passes in English and Maths
- Track record of working a busy demanding business environment.
- Experience of dealing with customers.

Desirable

- Experience of working within the Construction or HVAC Industry.
- Previous supervisory or team leader experience.
- Team Leader/Supervisor Apprenticeship Level 3 or equivalent.

Continual Improvement Policy:

Continuous improvement is at the core of the management strategy of Powrmatic and covers all aspects of the operation of the company. Continuous improvement activities drive organisational excellence to improve value delivery to all Powrmatic stakeholders including customers, employees, partners and society, thereby increasing the probability of long term success as an organisation.

By implementing a culture of continuous improvement, the company will:

- Focus on understanding and satisfying the customer, external and internal;
- Regularly review approaches and methods with improvement cycles and conclusions implemented;
- Benchmark and regularly measure the performance of key processes;
- Manage business using facts rather than opinion;
- Maintain a culture of clear, open communication;
- Work to reduce process-time in all aspects of the business;
- Promote active teamwork as a normal way of achieving outcomes;
- Recognise and promote improvement efforts;
- Develop a culture wherein continuous improvement involves everyone and the process of change becomes routine; and develops and values key partnerships with participants, customers and other stakeholders.