

## Role specification.

### Role Title: Customer Service Manager

Region(s)	Head Office (Manchester Green)
Reports to	Lending Operations Director
Contact	Sundus.osman@Assetzcapital.co.uk
Salary	Competitive + Bonus & Benefits

### Role Purpose

As a Customer Service Manager, you will join a lead a professional, motivated and committed team, who act as the main point of contact for all investors and borrowers.

You will have overall responsibility for this team on a day to day basis, ensuring that the Company achieves its monthly customer service delivery targets.

### Responsibilities

- Review the current departmental processes and procedures, making positive changes to the running of the department and customer journey. Drive through any changes, project managing any changes and issues that may arise.
- Monitor call data and performance on a regular basis, increase output whilst maintaining high levels of customer service.
- Ensure that the customer journey is a positive one in order to maintain our 5\* rating on DEFAQTO and Trust Pilot.
- Monitor resource to assist in the effective delivery of the customer journey, recruiting as appropriate where necessary.
- Provide support to resolve complaints or address feedback.
- Lead, coach and manage the team, taking overall responsibility for the team on a day to day basis ensuring company process is followed and all staff are positively contributing to the department, providing assistance, support and expertise when required.
- Ensure there is a clear and concise training plan and monitor training throughout the life of their career.
- Complete PDR's for any direct reports, communicating with the team any objectives and targets.
- Create a positive, supportive and enjoyable working environment, promoting a positive, can do attitude.
- Adhere to all Company policies and procedures.
- Any other adhoc duties as requested by Management.

## Skills and knowledge

- Outstanding interpersonal and communication skills
- Excellent written and analytical skills
- Efficient and accurate record keeping skills
- Proactive and solutions driven
- Able to use initiative to prioritise and complete tasks to deadline
- Flexible with a can do attitude
- Computer literate with experience of Microsoft Office
- Experience of working within a financial services organisation
- GCSE English and Maths
- Telephone sales experience, both inbound and outbound calls
- Experience of change management and process review
- Experience of managing a team, ideally in a call centre environment
- Experience of working in a call centre environment

## Benefits

- tbc days holiday, rising to tbc, plus statutory bank/public holidays
- Birthday Leave
- Pension Scheme
- Healthcare benefits
- Life cover
- Staff Pool Bonus Plan
- A relaxed and committed, environment supported by an enthusiastic team

### Main Office

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