

## Job Description

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| <b>Job Title:</b>        | Customer Service Team Leader                                 |
| <b>Reporting to:</b>     | Customer Service Manager or Customer Service Contact Manager |
| <b>Department:</b>       | Customer Service   |
| <b>Direct Reports:</b>   | Customer Service Advisors                                    |
| <b>Budget:</b>           | None   |
| <b>JD date reviewed:</b> | May 25   |
| <b>Job Level:</b>        | 13   |
| <b>Job Family:</b>       | Customer Service   |

### Job Purpose

The Team Leader is responsible for ensuring the highest level of customer service and satisfaction by leading by example, ensuring our customers feel welcome (in person or via other communication channels) and listened to, providing customer-focused expert advice, resolving complex issues in a way that meets the customer's needs, and guiding a team of customer service advisors. This role serves as a bridge between the management and the customer service advisors, ensuring that customers feel valued, company standards are upheld, and that customer feedback is effectively channelled to drive continuous improvement in quality and performance.

As part of our dedicated Customer Services team, you will provide exceptional support and guidance to our customers and the team whilst responding to a wide range of queries. In this customer-focused fast-paced role you will need to manage many challenges, sometimes simultaneously whilst your attention is divided in many directions.

### Key Strategic Responsibilities

- To effectively and proactively lead, manage and motivate a team of advisors, to ensure there is a culture of exceptional customer service, high performance, strong engagement, and a commitment to continual improvement effectively and proactively.
- Review on a regular basis telephone interactions between Customer Service Advisors and Customers to ensure learning is identified and shared on a regular basis to improve the customer experience.
- Proactively identify opportunities to enhance the customer experience and implement or recommend strategies to the management.
- Mentor, train, and guide the customer service team, fostering a culture of excellence and continuous learning. Ensuring the team are customer and resolution focused.
- Collaborate with cross-functional teams to streamline customer service processes, ensuring quick and effective resolution of customer issues.
- Act as a liaison between the customer service team and other departments, ensuring that customer insights are shared and acted upon.

## Key Functional Responsibilities

- To ensure the provision of excellent customer service and experience to all stakeholders to maximize customer satisfaction.
- To carry out monthly one to one review meetings, including identifying and implementing any performance improvement plans where performance is of a concern.
- Monthly meaningful call and system coaching, and annual appraisals with your direct reports. Providing support and improvement targets as required.
- To provide a floor walking service in person and on teams to advisors ensuring that a high-quality service is provided to all residents.
- To be present and available to support the team throughout the day, including escalated customer issues, ensuring timely and satisfactory resolution.
- To ensure consistent and relevant information and training (including IT systems, organisational policies and procedures) is provided to all advisors by keeping own knowledge up to date and that any procedural changes are implemented consistently by all staff.
- Ensure that the customer service team is adequately staffed and equipped to handle customer enquiries, especially during peak times, and that non call related work is distributed for best use of resources.
- Interrogating the Out of Hours report and escalating any issues or service failure to relevant teams.
- Be responsible for social media interactions, using appropriate means of communication to get the best outcome.
- Identify areas of improvement and communicate findings and recommendations to management.
- To be responsible for championing a culture of outstanding service through ownership and proactively promote first time resolution within the teams.
- To drive forward performance by ensuring that KPI's and service levels are achieved.
- Be available to take on front line work such as calls or emails on a rotational basis.
- To participate in reviewing and improving policies, procedures, and IT systems to make services more efficient and effective.
- To ensure consistent and relevant information and training (including IT systems, organisations policies and procedures) are provided to all Advisors by keeping own knowledge up to date and that any procedural changes are implemented consistently by all staff.

| <b>Person Specification</b>         |   |
|-------------------------------------|---|
| <b>Education and qualifications</b> | <ul style="list-style-type: none"> <li>GCSE levels 9-4 in Maths and English or demonstratable high level of numeracy and literacy skills.</li> </ul>  |
| <b>Desirable Experience</b>         | <p>Experience of effectively leading a team, including setting team and individual targets, monitoring performance against these and taking effective remedial action where targets are not met.</p>  |
| <b>Knowledge and Skills</b>         | <ul style="list-style-type: none"> <li>Demonstrable high level of customer focus</li> <li>Proven track record of building and managing effective, collaborative relationships with others</li> <li>Able to organize and priorities own workloads as well as that of others to ensure deadlines are met and agreed targets achieved.</li> <li>Committed to work as a member of a team.</li> <li>Ability to provide support and guidance to individuals.</li> <li>Good knowledge of Office, Orchard, CRM and connect is essential.</li> <li>Committed to continuing professional development.</li> <li>Thorough working knowledge of Eastlights processes and procedures related to the customer services operation and customer support and a proven track record of delivering a consistent customer experience.</li> <li>Able to deal with a range of difficult problems and resolve these to the resident's satisfaction, exploring alternative options to resolve the problem, whilst being mindful of Eastlight's policies and procedures.</li> <li>Have a positive disposition towards change, viewing it as an opportunity to improve services, performance and efficiency rather than as a threat to the status quo.</li> <li>Committed to work as a member of a team demonstrating leadership skills whilst being able to take on other views and opinions.</li> <li>Committed to continuing professional development.</li> </ul> |

