

Customer Services Manager

CO4 based, Salary on application

Do you have a strong background in Customer Service and management experience ?

Love leading a team and delivering on improvements?

With an approach that shows you have initiative, can influence others and thrive in a dynamic environment?

Then we have your next career opportunity!

This is not just a Customer Services Manager role, it's about balancing the need to have a stable Sales Office team that delivers exceptional service with the need to bring about improvements to support our business growth. It's a new role, with every opportunity to make it your own within an established and experienced team.

Working with the larger sales team who are out on the road, and leading the two office-based teams (Hardware and Ventilation Systems sales), you will manage the interaction with customers and ensure any issues are resolved in a way that enhances our service, reputation and possible new and repeat business opportunities. You'll need to establish yourself quickly as a credible leader and take full ownership of how we deliver our customer experience. With a passion for continuous improvement, skills in achieving KPIs through your team and a working knowledge of Dynamics365, you could be just the person we're looking for.

Ideally you will have experience in construction sector or a similar environment such as Ventilation, Hardware or electrical products , but more important is that you bring the personal skills and personal drive that we need. You'll need to have fantastic communication skills, be keen to give our customers a great service and really care about making sure their needs are understood – and met – by us! Many of our customers are large companies who come back to us time and again, so you'll have a solid foundation from which to make things even better.

We know that most jobs claim to be an 'exciting opportunity', but this one really is! We make ventilation systems for all type of residential buildings, helping them stay energy efficient and providing a clean and healthy home environment for the people that live in them and we also produce products that you may know well – handles, hinges and locks – that end up in new homes across the country. The market is changing all the time and we are keen to be the first supplier our customers think of when they need something – you can be part of achieving that!

A full job description is included at the bottom of this page, together with more about what we are looking for.

Benefits:

- 25 days holiday
- On-site parking
- Contributory Company pension
- Life assurance
- Referral programme
- Welcome bonus
- Sick pay
- Store discounts

How to apply

Please get in touch: send a CV and also tell us in a cover letter about your experience, your positive attitude and why you think that this job is perfect for you. Please include a telephone number and email address on your CV so that we can contact you.

Titon is an equal opportunity employer. You are welcome at Titon for who you are, no matter where you come from or what you look like. Our workplace is for everyone and the more voices we have represented and amplified in our business, the more we will all thrive, contribute, and be forward-thinking! So bring us your personal experience, your perspectives, and your background.

About Titon

We are a company who make and sell products that you see and use every day. More than that, the core of our business is dedicated to providing ventilation in your home. Although this seems like a straightforward thing to do, it's not always as simple as opening a window. We all need to keep our houses energy efficient, so companies like us try to find ways to let buildings and householders breathe without wasting all the money we spend in keeping a home warm. The way we live means that activities indoors create excess moisture, chemicals and other harmful pollutants. Titon are in the forefront of designing, manufacturing and selling products to solve these problems to housebuilders, directly to window companies and work to influence architects, consultants, local authorities and councils to specify our products in their building or refurbishment projects.

You'll use other products we develop and sell to open and close windows and doors, items like handles, hinges and locks. Our mechanical ventilation systems are hidden away in a house, constantly changing the air when required. So we have a wide scope of expertise, and our ranges are growing constantly not only due to customer demand but also changes in legislation, design and fashion.

Job title:	Customer Services / Sales Office Manager
Reports to	Sales Director Vent Systems
Team Name:	
Management responsibility for:	UK Sales Admin Teams (Window and Door Hardware and Ventilation Systems)
<p>Role purpose and primary objective: To lead the customer service teams for Window and Door Hardware (WDH) and Ventilation Systems (VS) to deliver best in class service to our UK customer base. To take responsibility for implementing performance improvements to maximise efficiency of the team and profitability to the business.</p>	
<p>Core accountabilities:</p> <ul style="list-style-type: none"> • To lead the activities of the WDH and VS Customer Service Teams, ensuring a proactive and effective delivery service to all levels of internal and external customers. • To manage remote interaction and communication between Titon and its UK customers calmly and confidently address customer issues with pricing, service, delivery or condition of products and creating an ethos of prospecting to assist in gaining new business. • To evaluate & report the team's working efficiencies e.g. resource allocation, service levels (e.g. phone and email response times) through the development, measurement and reporting of a set of KPIs. To lead & implement a continuous improvement programme. • To define and implement measures for evaluating customer satisfaction and customer perception of Titon and report these on a regular basis, setting targets for improving customer satisfaction. • To set the standard for best commercial practice and business excellence through the implementation of standard procedures and continuous improvement programmes. To lead and optimise the efficiency of the team to meet business objectives. • To identify and implement effective processes and systems for customer service representatives to interact with customers via telephone, email, live chat or instant message. To play an active role in process and systems development, ensuring business needs are met and any process efficiencies delivered. • To ensure that all procedures relating to the Customer Service team/sales orders are maintained met/ exceeded; these include supporting the provision of data and demand reporting for S&OP, order processing, financial (credit control, contracted payment terms etc.), risk management, compliance with all legal and regulatory standards & policies in order to maximise customer satisfaction and safeguard the company from risk. • To ensure close liaison with Production Planning, Procurement, Despatch and any other internal departments/stakeholders as well as external parties (e.g. contractors) to meet customer demand. • To develop existing staff (at team & individual level) to improve their performance to deliver front line customer service and to support their personal development within the company. • Provide training, ongoing and ad hoc, to improve employee knowledge and experience and handling of sensitive customer service issues. • To set objectives and provide performance management for the teams, linking appraisal objectives to measured output and departmental KPIs. • To create an environment for the customer service team to thrive to solve problems and increase customer satisfaction, leading to an increase in sales. • To analyse trends of customer complaints working alongside the Quality department to review and investigate, and to formally present recommendations & implement corrective actions. • To monitor customer & business changing needs and implement recommendations for improvement to the satisfaction of internal and external customers. To input ideas based on customer feedback into the new product process. 	

- To work closely with the external Sales team (Sales and Marketing Directors and Area Sales Managers) to ensure communication, responsiveness and understanding against commercial terms and responsibilities. To contribute to improved pricing and profitability.
- To provide monthly reporting to the Sales and Marketing Director, senior management and leadership team on team and business performance, including sales/quotes trends to identify areas for sales growth and long term buying patterns and cross selling opportunities.
- To adhere to office policies and manage health and safety procedures for the team.
- To attend interdepartmental meetings providing the voice of the customer.
- To own and lead internal and external audit processes linked to the Sales Order process, and review in conjunction with ISO 9001.
- To plan, maintain and own departmental cost budget
- To hold regular meetings with department staff to discuss expectations and hear team ideas and concerns.
- To be responsible for department recruitment and retention, as well as accurate and regular reports regarding staff changes.
- To maintain confidentiality regarding personnel information and customer financial data by keeping sensitive documents private and secure.

Describe the most complex/challenging aspects of the role

Achieving the correct balance between ensuring stable day to day running of the Sales Office team that delivers exceptional customer service and making changes and improvements to processes and ways of working within in team that are necessary to support the growth in business. Managing staff, sometimes from a distance, to engender a strong team ethic both within the Customer Service team and interdepartmentally.

Knowledge, skills and experience required (Essentials and Desirables):

Examples below

- A strong background in Customer Services (E)
- Previous management experience (E)
- Leadership ability – to coach, motivate and drive performance across a team (E)
- Ability to work under pressure both individually and as part of a team (E)
- Ability to work under own initiative (E)
- Ability to prioritise workload of self and team in a fast-paced and dynamic environment €
- Strong communication and interpersonal skills (E)
- Strong organisation skills and accurate record keeping (E)
- Strong attention to detail and proven skills relating to accuracy (E)
- Ability to negotiate, persuade and influence at all levels (E)
- Ability to identify process improvements and efficiencies, and to deliver them (E)
- Experience in Microsoft Dynamics 365 system (E)
- Use of CRM software (E), experience in Microsoft CRM (D)
- Highly computer literate including report and spreadsheet creation and analysis (E)
- A background in the supply of construction products, ideally in the fenestration industry (D)
- Analytical, problem solver, critical thinker, leadership experience (E)
- Knowledge of Workplace Health and Safety Laws (D)

Interacts with:	
<p data-bbox="164 253 587 286"><i>Who (teams/people/organisations)</i></p> <p data-bbox="164 376 724 483">All related departments, Field Sales, Technical, Accounts, Marketing, IT, Production, Supply Chain, Warehouse, HR, Quality, Finance.</p> <p data-bbox="164 629 624 663">WDH/VS UK customers and specifiers.</p>	<p data-bbox="778 253 1091 286"><i>Purpose of the interaction</i></p> <p data-bbox="778 376 1362 483">Vital link between Sales Administration and all relevant services, to co-ordinate communication and output.</p> <p data-bbox="778 629 1310 701">To communicate key information relating to customer orders.</p> <p data-bbox="778 730 1321 763">To enable sales gain and customer retention.</p>