

Job Description

Team Leader Customer Services

Department	Customer Services
Location	Abingdon, UK
Summary of Job	To supervise the activity of more junior members of the Customer Services team and to take an active leading role in the day to day operation of the customer services department. To deputise for the Customer Services Manager in his/her absence.
Reporting Structure	Reporting to Customer Services Manager Direct Staff Reports: 6-7 Subordinates
Essential Functions	<ul style="list-style-type: none">• To ensure that Cellmark services are appropriately represented to existing and potential customers, ensuring that the customer services team provide appropriate advice and explanations of the process and administrative procedures in a friendly and informative manner, assist customers and gain sales.• To work with the Customer Services Manager to organise the Customer Services Team to ensure that the daily work in the department is carried out in a timely and efficient manner contributing to the achievement of the department performance targets.• To deputise for the Customer Services Manager as required• To assist the Customer Services Manager by compiling requested information including service levels.• To be responsible for staff recruitment for the Customer Services department• To represent Cellmark and its services to existing and potential customers, providing advice and explanations of the testing process and administrative procedures by phone and by responding in writing in order to assist customers and gain sales.• Point of contact for key customers, to handle queries and compile monthly and ad hoc reports for them as required.• To be an expert in all aspects of the departments activities, to manage the initial and ongoing training of Customer Services personnel, and to advise them on difficult issues in order to maintain consistent levels of service.

- Liaising with the commercial department and new customers to establish required service levels for new contracts
- Ability to give presentations, demonstrations and to lead team meetings when appropriate
- Be willing and able to point out shortfall of behaviour in team members against department standards
- Monitor customer satisfaction for the key customer group either by phone, in writing or by customer visits, and take necessary action to ensure they receive the highest levels of service.

Job Requirements

Education

- Educated to at least GCSE level, preferably to A level

Experience

- Experience of customer services with administrative experience
- Experience in working in a confidential and sensitive environment

Technical Skills

- Computer literate with MS Word, Excel and in house database packages

Non-Technical Skills

- Excellent interpersonal skills to manage staff and customer relations and to get the best out of the rest of the team.
- Numerate and literate
- High level of accuracy and attention to detail
- Works in a well Structured and ordered fashion
- Flexible and able to handle a range of tasks
- Calm and composed in busy times
- Excellent telephone manner

Physical Demands

- Sitting
- VDU operation
- Use of computer keyboard

Working Conditions

- Office based working within a team