

Delivering
high quality
customer
service
solutions

Job Specification

Office-Based

Job Title

Customer Delivery Manager

Department

Contact Centre Operations

Employment Type

Permanent – Full Time

Contracted Hours

35 Hours Per Week

Job Purpose

The role of the Customer Delivery Manager is to ensure the delivery of excellent customer service through the contact centre by monitoring workloads across the team and ensuring all work is completed on a timely basis.

The Customer Delivery Manager assists the team in the completion of work responding to queries on a day to day basis. They are a role model to their team and take responsibility when necessary to assist other teams in the contact centre.

Main Duties & Responsibilities

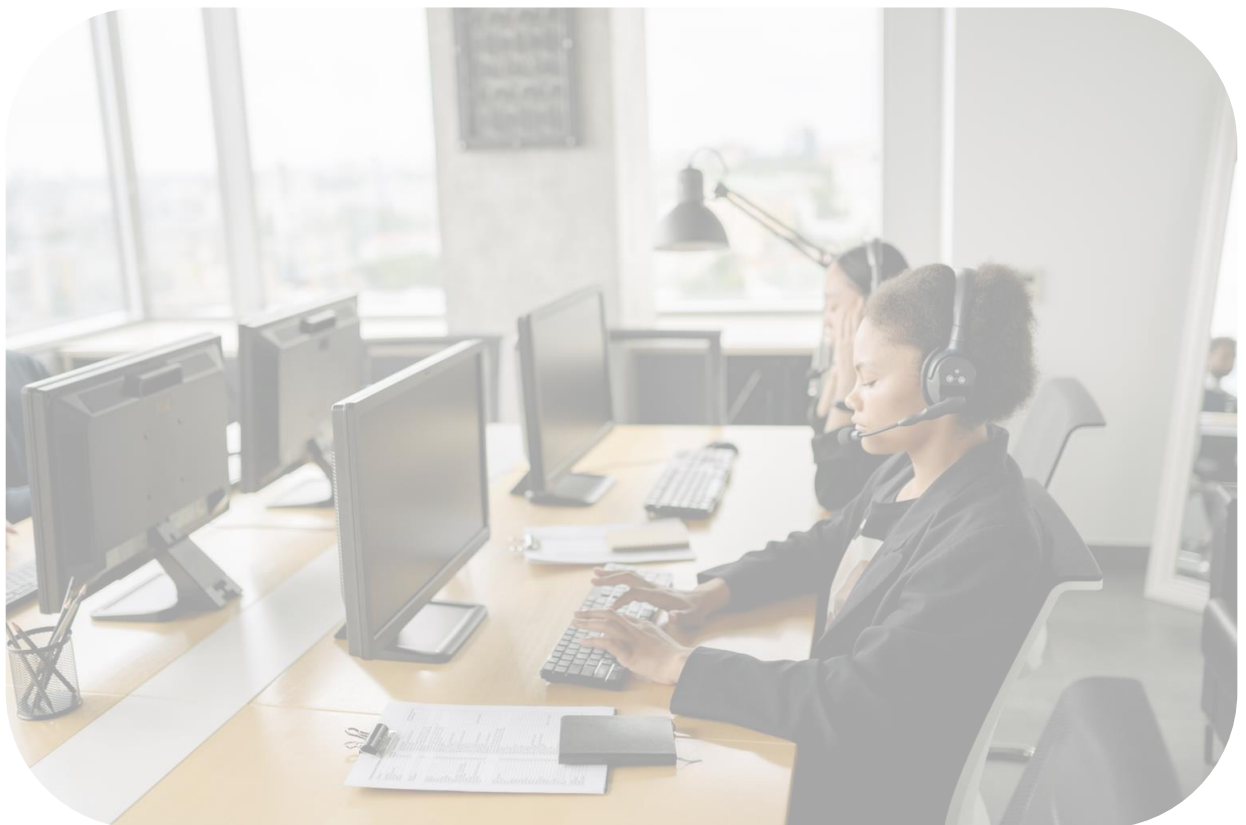
As a Customer Delivery Manager you have overall responsibility to ensure your team puts the customer first in everything that they do. You will be an excellent communicator, who is driven to provide customers with the best possible outcome in every situation.

By taking ownership of customer accounts you will provide effective solutions, and positive customer experiences, that drive customer satisfaction and loyalty.

Customer Delivery Managers should always be prepared to answer calls, respond to emails or do whatever work is needed to ensure the smooth running of the contact centre and delivery of excellent customer service.

- Support the Customer Delivery Co-Ordinator in ensuring the delivery of Contact Centre KPIs for telephone answering, email response times and quality of call/email/social media handling.
- Liaise with the Customer Delivery Co-Ordinator to allocate work within the team and ensure completed on a timely basis. This can include emails, social media and any other work taken into the contact centre for completion.
- Plan workloads based on staff availability, undertaking any outstanding work that needs to be done to meet targets.
- Handle escalated queries and day to day issues raised by team members.

- Handle attendance and disciplinary matters via the relevant procedures.
- Keep the Customer Delivery Co-Ordinator updated on a regular basis with issues and concerns affecting the team and the workloads.
- Understand the processes driving workload in the contact centre and continuously look at improvements which will deliver better service or improved efficiency.
- Complete ad-hoc reports and work on projects as and when requested.
- Coach and development team members on all aspects of their calls and emails on a weekly basis
- Complete monthly reviews and performance management tasks
- Motivate your team by setting clear daily targets and encouraging productivity
- Create a positive, team environment
- Complete welfare chats with both on site and home workers to ensure all required support is provided.
- Active involvement within coaching and calibration sessions to ensure a consistent evaluation approach by all.
- Be available for home worker support when required.
- Be available on the floor to ensure all team members have access to support when required.
- Ensure scheduled 2 hourly suite cleans are performed on time and to a high standard.
- Prepare weekly reporting on team statistics and workload.



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