

**JOB TITLE** - International Customer Services Manager

**REPORTS TO** - Commercial Director

**LOCATION** - Denham / Loughborough

**DEPARTMENT** - International Customer Service

**SCOPE OF JOB**

- Overall accountability for the International Customer Service function, including the creation and delivery of customer service strategy, principles and KPI's to monitor and improve the overall customer experience and deliver world-class customer service.

**PURPOSE-**

To develop and implement a world class Customer Experience strategy. Responsible for overall vision, leadership, direction and operations of the Sanderson Design Group Customer Service, Sales Support and International Customer Service functions. Ensuring a positive experience for our international customer base which exceeds expectations as best in class for the luxury Interiors world.

**RESPONSIBILITIES**

- Overall management of International Customer Services and Telesales teams in both Denham and Loughborough.
- Implement the sales strategy as set by Global Commercial Director
- Meet and exceed the weekly/monthly/annual and seasonal sales targets and non-sales related KPI's as set by the Global Commercial Director
- Interpret sales figures and other statistical data to identify areas for improvement
- Ensure the CRM is being used effectively and provides a competitive advantage.
- Investigate reasons for losing sales and put systems in place to minimise these losses
- Work collaboratively with other Managers and departments
- Work closely with the Marketing department to ensure that sufficient, high quality leads are generated
- Ensure that the all International Customer team members collect appropriate customer information and that this information is stored according to GDPR guidelines
- Challenge and support other business areas to deliver excellent customer service to their internal and external customers.
- Own and develop the operational blueprint for the customer service network internationally.
- Focus on ways to develop results from operational improvements (e.g., identifying issues and devising solutions that may improve customer loyalty, speed of response, issue resolution, operational cost efficiency and driving sales)
- Implement standard reporting and documentation processes that ensure consistency
- Develop and implement customer feedback mechanisms; analyse service feedback to improve quality and service delivery
- Single point of contact to the business for International Customer Service operational queries, requests, changes and escalations.
- Be an effective leader to ensure the International Customer Service team delivers world-class customer service.
- Attract, motivate and retain the best people in customer service. Ensure full skills assessments are carried out regularly and appropriate training and development provided to maintain best in class customer service.
- Create a high-performance environment through regular communications via team meetings and monthly 1:1's and performance reviews with all direct reports, verifying performance against operational and financial metrics, and managing under performance through improvement plans.
- Ensure communication is maintained with our customers throughout the order process including adapting to changes where necessary to meet/exceed the expectations of our customer.
- Identify trends and opportunities and monitor sales activities of competitors to improve the sales and customer service

offering across the business making customer service a real selling point and centre of excellence.

- Create culture of engagement with the operational teams to ensure customer service remains a high priority.
- Ensure defects are dealt with as expediently as possible with minimum cost to us and minimum inconvenience to our customers.
- Provide early warning of future problems/product failures to operational teams.
- Provide technical support to customer service team.
- Instigate and lead quick effective resolution of disputes/complaints.
- Ensure real time accurate and realistic financial projections and headcount management.
- Ensure health, safety and environment policies are complied with.

## MEASURES OF SUCCESS

- Customer Experience strategy in place and agreed by leadership team
- Hand-on mentality to lead from the front
- Great presentation skill
- Customer Service vacancies filled with the right caliber candidate within 2 months
- Customer Experience structure in place to effectively deliver business requirements.
- Long term vision for Customer Experience defined and cascaded.
- Delivery of Financial targets
- Delivery of KPI Targets
- Delivery of customer service principles
- Employee Engagement score improvement year on year
- Development of a high performing team, including the swift resolution to underperformance
- Improvement in customer satisfaction scores – mechanism to be agreed

## CONNECTING WITH OTHERS

### INTERNAL

- LEADERSHIP TEAM
- COMMERCIAL
- SALES
- FINANCE

### EXTERNAL

- TRADE CUSTOMERS
- CONSUMERS

## QUALIFICATION

- Business degree essential.
- Bi-lingual would be an advantage.
- Professional recognition for excelling in delivery of excellent customer service would be an advantage.

## EXPERIENCE & SKILLS

- A highly self-motivated individual with the ability to focus and drive to meet goals, deadlines and manage a demanding workload is key.
- Extensive experience in a Customer focussed role
- Knowledge of SAP or similar IT packages, with a desire to improve systems and trouble shoot.
- Proven track record in setting, monitoring and exceeding targets
- Strong team leadership skills with high levels of emotional intelligence.
- Excellent verbal and written communication skills
- Strong problem-solving capability
- Enthused by driving organisational and process change and development
- A team player
- Calm, robust and confident
- Good influencing skills, comfortable working with people at multiple levels

	<p>(including external/internal suppliers) and able to display discretion, when required</p> <ul style="list-style-type: none"> <li>• Organised and able to multi-task</li> <li>• A strong sense of task / project ownership, through to resolution</li> <li>• Comfortable to collaborate and delegate activities, while retaining oversight of delivery</li> <li>• Ability to travel</li> <li>• Experience and knowledge of implementing successful projects/operations</li> <li>• Excellent attention to detail with ability to think creatively</li> <li>• Proven leadership skills</li> <li>• Excellent budgetary management skills</li> <li>• Customer focussed</li> <li>• Knowledge of the industry would be beneficial</li> <li>• Able to manage and grow a high performing team in a high-volume creative environment</li> <li>• Ability to build, motivate and manage high performing service teams</li> <li>• Demonstrated ability to implement systems and processes to create measurable improvements in business efficiency / Experience driving improvement, updating processes and driving out waste</li> <li>• Proven ability to design, create and implement process improvements, demonstrating ROI.</li> </ul>
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## BEHAVIOURS

Leadership, Energy, Professional, Proactive, Dynamic, Organised, Initiative, Confident, Delegation, Flexible