

Evesham Trade Supercentre, GM Roofing and ETC Windows have been trading in Evesham for over 15 years and due to continued success, we are able to offer an exciting new opportunity within our Customer Care Team.

Do you excel in customer service and enjoy building customer relationships? Are you a natural people person and a good problem solver, able to manage a small team?

Are you driven by customer focus and delivering excellent customer service, by motivating high a performing team?

We are looking to recruit a Customer Care Manager to join our fantastic Customer Care Team. This role is a critical part of the business, you will support both the Operations Manager to ensure customers receive the very best service.

About the Role:

Reporting to the Operations Manager, our Customer Care Team is the first point of contact between the company and our customers, therefore strong communication skills are essential for this role.

Your team will arrange initial survey appointments for the customer, assist with ongoing installation enquiries and historical installation questions.

Your team will help our existing customers with any issues service calls, arranging appointments for our surveyor to assess these.

You will need to be friendly and enthusiastic, demonstrating strong customer service and communication skills. You will be great working as part of a busy team, well organised and able to work well under pressure.

Key Responsibilities

- To manage the Customer Care team and lead by example to train and motivate your team.
- To provide an excellent customer care service to new and existing customers
- To be the first point of contact for the customer, company enquiries and suppliers
- Dealing with inbound and outbound calls, building relationships with our customers
- To answer customer emails in a professional and timely manner
- To complete a wide range of administrative duties
- Update company systems, spread sheets, diaries. Data entry and filing
- Using excellent empathy skills to help customers as much as you can
- To act as the first point of contact for service issues, including complaints, repair requests and booking of surveys

About you:

- Proven customer service leadership experience
- A natural people person with a helpful, friendly and positive approach
- Excellent spoken and written English
- Enjoy motivating a busy team and work well under pressure
- Great communication skills
- Good IT skills and experience in using a CRM system

Company benefits:

Company bonus scheme

Company pension scheme

28 days holiday entitlement, plus an additional day off on your birthday

If you feel that you have the right attributes for the role and would enjoy managing a friendly, customer focused team, we would love to hear from you. In return we offer the opportunity to develop your career with a successful and expanding business.

Job Types: Full-time, Permanent

Salary: £25,000.00-£27,000.00 per year

Benefits:

Company pension  
Free On-site parking  
Schedule:

8 hour shift  
Holidays  
Monday to Friday  
Performance bonus