



Customer Service Team Leader

Role Overview:

This role will be responsible for the delivery of an excellent Customer Service function. You will be overseeing and managing our busy pre-show enquiries and setting clear KPI's and goals while reviewing our current processes in order to make improvements. The customer service function manages all customer queries as well as providing a central service for the business.

Our Customer Service team services both our external customers and internal teams by providing an exceptional and efficient service. This role is fast paced particularly in the lead up to both of our shows and no one day is the same so you must be adaptable, pro-active, quick thinking and willing to support the team in all aspects of our customer's journey.

Key Tasks:

- Contribute to setting clear KPIs and goals to meet tight deadlines.
- Motivate and lead the team, including setting a good example with standard of work, knowledge and understanding of processes and procedures.
- Work with the Hosted Buyer and Sales teams to ensure you have a clear understanding of any needs or requirements and be pro-active in finding solutions.
- Define a clear set of SLAs and ensure that the team deliver these.
- Collaborate with other departments to ensure a seamless customer experience and provide admin support outside of show cycles.
- Manage the Hosted Buyer and Enquiries inbox and telephone queries, ensuring the team are answering queries in a timely manner in line with defined SLAs.
- Ensure the online FAQs & Chatbot are frequently updated and reviewed based on queries being received.
- Manage the Customer Service team to set goals, targets and provide guidance and support.
- Be the key point of contact for escalated queries.
- Be able to present key figures to track progress and make improvements.

Skills:

- Experience in a Team leader position, managing and understanding KPI targets and how to motivate your team to achieve this.
- Understanding of target setting, reviewing and managing this.
- A passion for customer service delivery and how to continually improve this.
- Process driven but also keen to think outside the box in how we can do things better.
- Experience in using CRM systems (Microsoft Dynamics although this is not a necessity)
- Experience of using Power BI to create and monitor reports



Who are you?

- Someone who is passionate about customer service and driven to achieve targets.
- Approachable, understanding and enjoys working with a diverse and dynamic team.
- Has a positive attitude and is excited to motivate the team to achieve.
- As a natural problem solver, you will be highly organised and possess excellent communication and relationship building skills.

Location – based at our office in Hove, with flexible working available (minimum of 3 days per week in the office)