

30 August 2023

Position Customer Support Manager

Department Operations

Location Ely, Cambridgeshire, UK

**Job
Description**

Michell Instruments, part of the PST company, is a dynamic and rapidly growing organization offering a rare combination of job security and excellent career opportunities. This role offers a competitive remuneration and benefits package and is based in our head office in Ely, Cambridgeshire.

Customer Support Manager

Job Description

Reporting to the Head of Manufacturing, the successful candidate will be responsible for:

- Managing the customer support department's day-to-day functions.
- Conduct Daily Tier 1 meetings and contribute daily to tier 2
- Responding to escalated customer support issues.
- Implementing customer support processes to enhance customer satisfaction.
- Formulating and revising customer support policies and promote their implementation.
- Informing the team of all new information related to products, procedures, and trends.
- Assessing support statistics and preparing detailed reports on the findings.
- Interviewing and hiring new employees.
- Overseeing and evaluating the team's ongoing training efforts.
- Delivering performance evaluations and following the disciplinary process according to company policy.
- Support new product development processes.
- Counsel customer service team members on the impacts of their decisions and actions as well as guide them on best techniques necessary for customer service delivery
- Maintaining relationships with current freight forwarders / courier companies. Monitoring the performance of these companies and when needed finding alternative suppliers.
- Overall responsibility for the ordering and shipping of customers' requirements within the
- UK / EU and Export
- Staying informed on the latest industry techniques and methods

PERSON SPECIFICATION:

Qualifications / Skills required.

- Proven working experience within a Customer Service role / environment.
- Creative thinking. To be able to come up with new ideas to improve customer service standards.
- Strong client-facing and communication skills
- Ability to think strategically and to lead.
- Advanced troubleshooting and multi-tasking skills
- Ability to work well under pressure.
- Confidence, patience, politeness, tact, and diplomacy, when dealing with difficult situations
- Working knowledge of Export procedures
- Adaptive to change.
- Capacity to accept and utilize constructive criticism.
- Prior experience in a managerial or supervisory role will be advantageous.
- Strong team player
- Proficiency in Microsoft Office and customer service software

We encourage internal candidates to apply; full training can be provided for the correct person.

Therefore, if you are interested, please send your CV in the first instance to Judith.page@processsensing.com