**Customer Service Manager Job description**

**Job brief**

We are looking to recruit a Customer Service Manager. Reporting to the Senior Manager - Planning, the role will be responsible for driving service improvement by working with Operational and Commercial Teams to proactively identify and resolve issues for shipping lines, haulers and other port users.

**Responsibilities**

* To ensure the full implementation of the Customer Services strategy across the business.
* To ensure that the Customer Services function operates effectively and that the functions’ activities are aligned to departmental and Company objectives.
* To ensure the accurate processing of customer quotations, orders and order confirmations within agreed timescales.
* To ensure that all customer enquiries are satisfactorily managed, resolved and closed within agreed timescales.
* To ensure that the Customer Services function is adequately staffed and trained to deliver an efficient service to internal and external customers.
* To represent the Customer Services function as an active member of the Senior Management Team.
* To actively promote and manage the process of continuous improvement in Customer Service standards within Call Enquiries and Order Processing.
* Create and sustain a positive team environment displaying high levels of motivation and excellent team spirit.
* Participate and contribute to relevant management meetings.
* Promote effective communication throughout all levels of the Customer Services function.

**Requirements**

* Excellent organisational skills
* Excellent written communication skills
* Confident communicator
* High level of accuracy and attention to detail
* Numerate
* Good working knowledge of Microsoft packages and CRM systems.
* Democratic management style
* Experience of managing a busy customer service team
* Experience of training, developing and mentoring new staff
* Experience of developing and refining processes to improve efficiency and the experience of customers
* Proven ability to develop, collect and monitor appropriate KPIs to drive improvements in customer service and to support resource planning
* Proven ability to priorities your own and team workloads to meet customers’ requirements.