



JOB DESCRIPTION

Job Title **Director of Customer Services**

Reports to **Group Operations Director**

Main Purpose of Job

To manage, identify and develop customer culture, process and performance improvements. To lead the customer services "team" across Customer Service, Order Fulfilment, Product Support, and After Sales teams.

Key Tasks

- ❖ Act as the Voice of Customer across the organisation
- ❖ Define our customer services vision, complementing the needs of our business strategic plan
- ❖ Embed our customer services process - requirements and discipline both internally and externally
- ❖ Analyse customer needs to build an industry-leading Customer Experience process, with the mechanisms to monitor and improve this across the business.
- ❖ Support customers throughout the customer journey ensuring they have an appropriate and exemplary level of support.
- ❖ Lead the development and training of the organisation to successfully support customers through their customer journey and embed strategies and processes to improve service.
- ❖ Lead the Customer Operations teams (Customer Service, Order Fulfilment, Product Support and field-based After Sales/Siting Support)
- ❖ Set appropriate metrics and SLA's to ensure performance is at an optimal level in both customer service and overall customer experience.

Key Behaviours

- ❖ Self-starter, resilient, focused, a real achiever of results
- ❖ Excellent understanding of customer journey mapping and customer experience
- ❖ Engaging leader – able to communicate at all levels with exceptional people-focus
- ❖ Inquisitive, resourceful and willing to challenge the status quo to exceed the expectations of our customers

Experience

- ❖ Strong strategic and operational customer focus, with a clear understanding of the issues impacting the relevant markets
- ❖ A proven track record of leading change whilst increasing performance in a customer experience environment
- ❖ Demonstrate the ability to motivate and communicate with others at all levels
- ❖ Experience in a manufacturing or construction setting preferred
- ❖ Evidence of well developed leadership skills

October 2019