

## Supervisor - Customer Service

Our amazing Customer Service team are at the heart of our business, they take pride in knowing what they do makes a difference and thrive on being the voice for our customers, after all without our customers we would not be as successful as we are today.

We are on the lookout for a customer service champion, a natural leader with exceptional people skills who can lead and motivate their team while simultaneously providing excellent customer service, helping to create a “yes, we can” culture.

A key role in striving for excellence within customer service, driving improvement and efficiency. This would suit somebody who is a natural problem solver with a strong customer service ethic and a well-developed sense of financial awareness with at least 2 years staff supervision gained in a busy ecommerce or retail customer service environment.

### Role Responsibilities

Working directly alongside and reporting to our Customer Service Manager, you will be responsible for leading a team of Customer Service Advisors along with providing an exceptional service to our customers, ensuring they receive full support via a wide range of platforms.

- Adopting a team based approach with colleagues to deliver success through supporting others and the wider business aims.
- Leading a team of Customer Service Advisors, assisting with the day to day management alongside the Customer Service Manager, including coaching, monthly 121's, recruitment and appraisals.
- Helping to identify any areas for improvement alongside the Customer Service Manager and implementing an action plan to remedy and improve.
- Motivating and leading the team to achieve and exceed KPI's.
- Responding to customers over Live Chat, WhatsApp, social media and email via the Fresh Desk and Fresh Chat ticketing system.
- Helping carry out regular analysis to monitor team performance and measure customer experience and satisfaction.
- Running reports and sharing daily, weekly and monthly performance data in the absence of the Customer Service Manager.
- Ensuring that all correspondence between yourself and the customer is read thoroughly and replied to in line with our brand tone and language.
- Establishing and fully understanding the root cause of issues and advising customers on the best action to take for resolution.
- Updating customer records.
- Problem and query resolution including evaluating assembly/mechanical issues with reference to instruction manuals.
- Liaising with carriers and manufacturers to problem solve and dispute resolution.
- Providing customers with advice on the Consumer Rights Act and Online4baby's return terms and conditions (training will be provided).
- Capturing all relevant information, ensuring that clear notes are left on the system.
- Using voice note and video calls to ensure a fully personalised service.
- Working towards targets set by the Customer Service Manager.



## Experience & Skills

We are looking for somebody with an instinct to help, a people person who is great at building rapport and trust who can think on their feet. A strong team player who thrives in a fast-paced environment and has successfully lead a team with excellent communication and time management skills.

### Required skills include:

- Proven experience of managing and effectively leading a customer service team.
- Experience of working in a fast-moving customer service role.
- Highly motivated attitude to targets and driving performance.
- Ability and commitment to deliver high levels of customer service.
- Resilience and the ability to cope with difficult conversations.
- Ability to work as a coach and mentor for team development.
- Excellent organisation and communication skills.
- Strong analytical skills, able to analyse and interpret data and produce findings in report format.
- A well-developed sense of financial awareness, able to see the bigger picture and ensure delivery against SLA's and targets.
- Proven ability to apply the right tone, communicating with customers with empathy and compassion while ensuring that a professional manner is always maintained.
- IT proficient (including Microsoft Word and Excel) with the ability to learn new technologies quickly.
- Knowledge of Zendesk, Freshdesk or other helpdesk software.
- Willingness to learn products and specifications within our portfolio.
- Natural multi-tasking ability to react to changes in priorities and workload to meet deadlines.
- Excellent attention to detail.
- Ability to quickly identify issues and implement solutions.

## Salary/Working Hours

- This is a full time, permanent, office-based role.
- Working hours are Monday – Thursday, 8.30am – 5:00pm and Friday 8.30am – 4.30pm.
- Salary is up to £28k DOE (this will reflect experience and will be discussed during interview).

## Who Are We?

A pure play ecommerce retailer specialising in selling an unrivalled range of nursery products with over 30 years' experience. We have delighted over 1 million customers with exceptional service backed up with "Excellent" Trust Pilot ratings and pride ourselves on providing only the best quality baby products at the best prices for our customers.

Award winning, we stock a huge range of products from leading brands including Joie, Mamas & Papas, Cybex, Puggle, Chicco, Snuz, Ickle Bubba and Cosatto to name a few.

## Why Work Here?

We have experienced incredible growth and our team has more than doubled in size, there are no signs of us slowing down anytime soon making it an incredibly exciting time to join us.





## Where Are We?

Close to Junction 22 of the Manchester orbital route of the M60 and the A62, which is the main road from Manchester to Oldham. The nearest tram and train stations are Hollinwood and Moston. We are in a convenient and desirable location for people commuting to work from surrounding areas.

## What Do We Offer?

We know as a company how much our employees contribute to the success of our business, after all we would not be where we are without them. To show our appreciation we offer company benefits along with extensive progression opportunities.

- Free parking.
- Staff discount.
- Friendly, team orientated environment.
- Extensive progression opportunities.
- Genuine responsibility from day one.
- Exciting and fast-paced working environment.
- Social events.
- Sick pay scheme.
- Generous holiday allowance.
- Pension (after probation).
- Birthday day off.

We have a creative and energetic workplace where no 2 days are the same. A fast-paced culture where ideas are listened to, and every team member is encouraged to be the best they can be.

## Sound like the kind of role you are looking for?

If so, please click to apply or send a copy of your CV and covering letter to:

- [kduffy@online4baby.com](mailto:kduffy@online4baby.com)

*As an equal opportunities' employer, we value diversity and welcome applicants from all sections of the community. Please note that due to the high volume of applications we receive we are unable to give feedback to candidates at initial application stage.*

**\* STRICTLY NO AGENCIES \***

