

# JOB SPECIFICATION

**JOB TITLE:** Customer Service Manager

**REPORTING TO:** Manager UK Customer Service

**DIRECT REPORTS:** None

## **JOB SCOPE:**

The Customer Service Manager owns the relationship for all customers within their allocated portfolio or territory. They will be responsible for ensuring that the everyday requirements of their customers are fully achieved on time and right first time, and will manage all aspects of the taking, processing and fulfilment of orders and resolving queries.

The Customer Service Manager is responsible for the growth and retention of the accounts within their portfolio in terms of revenue, ships on Business Management Service and product /service penetration.

The Customer Service Manager must act responsible and be aware of any overdue debt and if there are any underlying problems causing this.

The Customer Service Manager is required to attain a detailed knowledge of the operation and benefits of the Business Management System, thus enabling them to promote and develop the service to existing and potential customers.

## **JOB FUNCTIONS:**

- Development of existing customer relationships through proactive contact via the telephone, and at meetings providing a personalised service.
- Responsibility for the day to day running of the account and be the main point of contact for their customer.
- Liaise with and assist finance to resolve any account/debt issues.
- Compilation of quotations, both paper and electronic.
- Inputting of orders into the in-house systems.
- Production of fleet supplies both monthly and on-demand.
- Accurate maintenance of customer and vessel records.
- Record and resolve all complaints effectively.
- Acquisition of a thorough knowledge of all in-house services.
- Provision of cover for peers during absence.
- Travel within the UK and overseas may be required, and is considered an occasional feature of this role. Requests could be made at short notice.
- Any other task determined necessary by line management.

## **PERFORMANCE MEASURES:**

- Business growth with existing customers.
- Total number of ships on Business Management Service.
- Sales turnover.
- Outstanding debt beyond agreed payment terms.
- Value of 'on demand' orders, which have exceeded their contracted delivery date.
- Total value of credits given.
- Customer retention.
- Customer satisfaction level.
- Meeting objectives set against revenue initiatives.

## **EMPLOYEE COMPLIANCE:**

- The job holder will be expected to comply with any reasonable operational instruction or procedures relating to Company policies, reporting and controls. In particular Section 7 of the Health and Safety at Work Act 1974 provides a duty on every employee, while at work, to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- It also places a duty on employees to cooperate with their employer so far as is necessary to enable their duties to be complied with including the appropriate use of personal protective equipment (PPE).
- Failure to comply with this duty may result in the Company invoking the disciplinary procedure.

## **SKILL REQUIREMENTS:**

- Computer literate
- Proven track record in customer service with particular emphasis on sales
- High level of skills in communication, both written and verbal
- Confident articulate telephone manner
- Ability to work under pressure and meet deadlines
- Numerate – capable of constructing quotes and controlling financial aspect of customer accounts
- Previous experience in the shipping/marine industry would be advantageous

**RECRUITMENT REQUIREMENT:**

- Fluent in the language appropriate to their portfolio
- (European / Far East an advantage)
- Effective communicator
- Results focused
- Self-motivated and committed to delivering a personalised service to their portfolio of customers
- Ability to own and resolve problems and able to effectively manage expectations in challenging scenarios
- Exceptional organisational skills
- Ability to understand and meet targets and objectives
- Commercial awareness
- Appreciation of accountability

**SKILL MATRIX:**

Job Title/Employee	Customer Service Manager	
Skills	Specific to Role	
Knowledge of Business Systems	3	
Relationship Building	3	
Knowledge of ChartCo systems	3	
Knowledge of ChartCo products	3	
Telephone manner	4	
Administrational skills	3	
Negotiation	3	
Internal communication	3	
External communication	4	
PC literate	3	
Problem solving	3	
Numeracy	2	
Debt Management skills	3	
Competitor knowledge	2	
Customer knowledge	3	
Flexibility	3	
Presentation skill	2	
Data Management	3	

**Grading System:**

- 0 No knowledge**
- 1 General low level of competency**
- 2 Competent in some respects**
- 3 Competent in most respects**
- 4 Fully competent in all aspects**

<b><u>Authorised Job Spec.</u></b>	
<b>Job Holder:</b>	.....
<b>Date:</b>	.....
<b>Direct Report Manager:</b>	.....
<b>Date:</b>	.....
<b>01.09.18</b>	