



# Job Description & Competencies

<b>Employee Name</b>	
<b>Position Description</b>	Customer Service Manager / Support Manager
<b>Operational Area</b>	Support

## Key Responsibilities

Are you energetic, well organised and self-motivated? Do you love working with people and helping to resolve their issues? We are looking for a Customer Service Manager to own the experience customers have when getting in touch with us, and to lead our support activities.

### Responsibilities:

- Lead the customer service and support team, ensuring customers receive the best possible experience when dealing with Indra
- Ownership of customer-facing processes and for establishing appropriate processes to manage customer interactions
- The provision of professional and personable support to customer queries and interactions
- Ensuring appropriate triage of customer queries and assignment to technical teams for resolution
- Managing all live queries / issues, ensuring the state and action(s) required against each are clearly identified and managed
- Work with technical and sales teams to identify opportunities to improve customer satisfaction
- Creation of, and reporting against, appropriate KPIs for customer support
- Responsible for documenting reverse logistics, striving for quality improvements with our logistics partners
- Establish a regular set of periodic reports to satisfy the requirements of the Management Team, feeding back into quality and process improvements
- Create, implement, and manage a complaints process
- Create, implement, and manage a process for handling warranty claims

## Key Competencies

**General Competency Band**

3

## Role Specific Competencies

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### **Essential Skills:**

- Ability to lead and motivate a team, and to drive a culture of excellence in customer interactions
- Ability to assimilate information quickly, identify issues / trends, problem solve and present conclusions clearly
- Clear, succinct, and effective written and verbal communication skills
- Proficient in the use of MS Office, particularly Excel and Word
- Strong organisational, time management and workload prioritisation skills
- Works well within a team environment (with support from wider business functions) but also capable of working without supervision
- Comfortable working in a fast-paced office environment whilst retaining attention to detail
- A proven track record of working to tight deadlines

### **Desirable Skills:**

- Previous experience in a customer service role
- Understanding of manufacturing operations and electronic engineering
- Experience with JIRA (or similar issue & project tracking software)
- Working within an ISO 9001 Quality Management System