

## JOB DESCRIPTION

**Job Title:** Customer Operations Manager – *ViaLite* and PPM Test

**Purpose of Job:** Manage all aspects of the *ViaLite* Communications and PPM Test customer support function to ensure delivery of customer service excellence to both external potential and existing customers and internal stakeholders.

**Location:** Shrivenham – office based.

**Reporting to:** Global Director of Sales

### RESPONSIBILITIES:

- Manage the Customer Support Department
- Coach, mentor, motivate and develop the customer support team to enable them to achieve their individual objectives and those required by the business
- Develop, improve and own the customer support function systems, procedures and processes
- Essential for achieving organizational goals and objectives, help to foster a collaborative and productive work environment between the CS team, Sales team and other departments.
- Work with the GDoS on demand generation & pre-sales activities to ensure a consistent supply of high quality inbound sales leads and insights
- Maintain a high quality level of customer related data on the CRM system to ensure its effective use
- When necessary, respond to customer enquires with technical and commercial assistance, most handled by team members but some handled with direct responsibility
- Produce regular team performance and sales reports and insights as required by the business
- Provide cover for team members during times of team absence
- Assist with internal and external quality audits relating to the function
- Assist with the RMA procedure when required
- Maintain high standards in the team (speed, accuracy, etc.)
- Analyse data to identify trends in customer complaints, problems with products or services, or opportunities for improvement
- Work with the marketing team to develop effective campaigns to promote new products or services to new and existing customers
- Determine how new technologies can improve customer support operations or create new opportunities for growth
- Monitor customer feedback about products or service to identify potential issues before they become problems

### SKILLS/EXPERIENCE:

- Previous experience in a similar role essential
- Good written and spoken English
- Experience in enhancing operational efficiencies to increase customer satisfaction
- Strong attention to details
- Positive can do attitude
- Ability to plan and manage the priorities, workload and direction of a customer support team
- Able to exercise excellent judgement on how and when to intervene keeping the team on track
- Ability to measure and report performance at both team and individual level, using this information to make changes or correction if required
- Ability to communicate and persuade at all levels from engineers to board level
- Willingness to learn technical concepts related to the company business
- High level of skill in Microsoft Office, CRM & ERP systems

#### QUALIFICATIONS:

- Degree, or equivalent, in relevant subject preferred.

#### REQUIRED BEHAVIOURS:

- **Creativity and innovation** – Possessing a passion for driving continuous improvement by spotting opportunities and seeking the views of others
- **Keeping Commitments** – You demonstrate a can-do attitude and drive to complete tasks and projects and report that they are completed, even when other opportunities arise that appear to be more interesting
- **Collaboration and Communication** – ability to develop relationships with colleagues outside your department built on mutual trust, respect, and a drive for sharing and success
- **Impact and influence** – You listen to different perspectives, evaluate, persuade, and carefully shape your work to deliver excellent results
- **Teaching and Sharing** – You share what you know with others and seek to learn from the vast pool of knowledge of others at PPM
- **Company Focus** – Put the needs of the company before your team needs, and drive to achieve the goals of the company as well as those of your own team

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