



<b>Position</b>	Customer Services Manager - Operations
<b>Reporting to</b>	Operations Manager
<b>Salary</b>	TBC (depending on experience)
<b>Location</b>	Central Reading
<b>Hours</b>	Full-Time – 37.5 hours a week

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### **The Company:**

Universal Transaction Processing provides a range of market leading credit and debit card payment solutions to small and medium sized businesses within the UK.

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### **The Role:**

Reporting into the Operations Manager and working as part of the department's Customer Services function.

We are looking for someone who excels in Customer Service and who holds extensive experience within a customer service or customer relationship supervisory role. The successful candidate will have experience heading-up a team, adhering to compliance, quality control, monitoring the output and productivity of the Customer Service agents and acting as point of escalation where appropriate.

When complaints or queries escalate, the Customer Service manager will adopt ownership of the case. It is important for the successful candidate to ensure that all existing customers with open incidents have the best experience possible by monitoring the advice provided and ensuring the team take end-to-end ownership with a view to resolution as swiftly as possible. The Customer Service manager must go above and beyond to ensure that our customer needs are fully understood and where possible met, making sure agents are guiding them towards the most appropriate resolution for their needs.

Dynamically communicating with the team, external colleagues and management alike on a daily basis is key to the role; an ability to provide clear and effective communication is critical.

This is a fast-paced management position, and requires an individual with previous experience who can demonstrate they have a resilient, calm and approachable nature; the role suits a candidate who thrives working under pressure.

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**Duties & Responsibilities:**

- Rapidly develop a thorough understanding of the payments industry and the market sector we operate within, together with a thorough understanding of the services we have on offer;
- Quickly progress knowledge of our core products;
- Develop an understanding of terminal common faults should complaints arise of this nature;
- Quickly develop an understanding on the account termination and retentions processes;
- To monitor & control the progress and reporting of unresolved issues, preventing complaints and queries escalating unnecessarily;
- Effectively handle escalated complaints ensuring swift turnaround and negotiating terms with customers where needed;
- Analysing call statistics and other key department data to determine, monitor and safeguard the department's output and customer service levels;
- Quality control call listening and feedback sessions;
- Daily meetings with the team covering critical outstanding issues;
- Weekly team meetings to cover team key objectives and address areas for improvement;
- Ensure that customer service agents are managing their pipeline cases promptly and appropriately;
- Continually track and analyse key indicators of customer satisfaction to improve services;
- Take ownership of customer issues and follow potential problems through to resolution;
- Manage and maintain the long term satisfaction of our customer base, identifying areas of risk and maximizing retention;

- Hold regular feedback sessions with team members, one-to-ones and probationary reviews;
- Implement new procedures to drive efficiency;
- Assist with ad-hoc tasks and key projects;
- Ensure department KPI's are adhered to;
- Provide frequent updates to customers, sales agents and management alike;

**The successful candidate will be able to demonstrate the following skills & experience:**

- Excellent verbal and written skills;
- Previous management experience, and a leadership flair with the ability to motivate others to perform is vital;
- Confident decision making skills;
- Exceptional organisational skills;
- High attention to detail and an excellent degree of accuracy with the ability to pick up on avoidable errors;
- A persuasive approach with good communication skills, manners and patience;
- A proven track record in negotiation is preferred;
- Experience dealing with team management and basic recruitment and HR matters;
- A positive outlook with proactive problem-solving skills;
- A resilient nature with an ability to be polite but persuasive with clients where necessary;
- High energy with the ability to multi-task and prioritise as appropriate;
- Living within a reasonable commute of Reading.

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**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach Agreement on any changes.