Job Title: Customer Service Manager

Location: [City], UK

Salary: [Salary range]

Job Type: Full-time, Permanent

We are looking for an experienced and customer-focused individual to join our team as a Customer Service Manager. Our company is a leading provider of [service] in the UK, and we are committed to providing exceptional service to our customers.

As a Customer Service Manager, you will be responsible for overseeing our customer service operations and ensuring our customers receive the best possible experience. You will manage a team of customer service agents and work closely with our sales, support, and logistics teams to ensure customer orders are processed and delivered on time.

Responsibilities:

* Manage and lead a team of customer service agents
* Ensure customer orders are processed and delivered on time
* Monitor customer service metrics and make recommendations for improvement
* Develop and implement customer service policies and procedures
* Train and mentor customer service staff
* Handle complex customer inquiries and complaints
* Work closely with our sales, support, and logistics teams to provide the best possible customer experience
* Identify opportunities to improve our customer service and make recommendations to management

Requirements:

* 5+ years of experience in customer service or a related field
* Proven experience in managing a team of customer service agents
* Excellent communication and interpersonal skills
* Strong leadership and management skills
* Ability to multitask and work in a fast-paced environment
* Strong problem-solving skills and ability to think critically
* Knowledge of Microsoft Office and customer service software
* Experience working in a customer-facing role preferred

If you are an experienced and customer-focused individual who is passionate about providing exceptional service, we want to hear from you. Apply today to join our team as a Customer Service Manager!