

**Job specification**  
**1st Line Customer Support Lead**

**Reporting To: Customer Operations Manager**

**Department: Customer Operations – Norwich office**

**Contract: Full-time, Permanent (Mon-Fri 9am – 5pm)**

**Location: Norwich**

**Salary: £27,000 annum basic**

**Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.**

**About us**

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for almost 30 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

**About You**

As the 1<sup>st</sup> Line Customer Support Lead you will support the Customer Operations Manager with the day to day running of the 1<sup>st</sup> Line Customer Support team. Leading from the front, you will set the pace of the key functions of the team and actively work through your customer enquiries with the aim to be resolved on 1<sup>st</sup> contact to the customers satisfaction.

Should the query be unable to resolved via the 1<sup>st</sup> Line Support team the team will transfer this query to the relevant department team who will essentially act as 2<sup>nd</sup> Line Support and own the customer's query through to resolution.

The role will also include a variety of functions detailed in the tasks section below – the amount of time spent / required on each area will fluctuate based on demand.

You will work cross functionally with many internal stakeholders (Retention, Diary Management, Finance, Field, Technical, Sales, Credit Control, Compliance, and the Senior Management Team) and champion the customer to ensure quality service is delivered consistently. You will have:

- Previous experience of managing a team and delivering to targets; with a background in customer service, support or retention.
- You will lead by example and have a passion for delivering exceptional service to customers and colleagues.
- The ability to motivate and coach team members, ensuring that targets are clearly communicated and met.
- Previous process and some project experience with the ability to multi-task and prioritise.
- You will love to build great relationships and build rapport easily creating strong relationships with customers and colleagues using a collaborative manner to achieve desired results. Excellent listening and negotiation skills, along with good verbal and written communication
- Natural problem solver and decision making skills; with the ability to interpret data to drive performance improvement
- You will have a high level of attention to detail and commitment to quality
- Can do attitude and does!
- Strong numerical skills, including Excel
- Computer literacy; previous experience of working with salesforce is advantageous
- Knowledge of ISO Certification advantageous, but not essential

### Purpose of the role:

The primary function of the role is to lead the day to day running of 1<sup>st</sup> Line Support and ensure the customer service we offer to new and existing customers is a consistently high standard by championing the customer on behalf of QMS and working cross functionally with internal stakeholders to ensure that the relevant teams deliver a quality customer response within internal SLAs (in respect of 2<sup>nd</sup> line customer transfers).

You will ensure that our processes are streamlined to deliver the relevant services within the team and maximise the use of technology in respect of customer contact.

### Key tasks:

- **Customer enquiries;** progression of customer enquiries workstream to ensure timely response, achieving internal targets and KPIs.
- **1<sup>st</sup> Line Customer Support;** Help identification of relevant query types, development of customer processes to ensure that a timely and measured service is delivered, achieving internal SLAs. Lead and motivate the team to provide excellent customer services and to meet agreed targets.
- **Provide advice and guidance;** support the customer support team with any escalations and ensure a timely response time.
- **2<sup>nd</sup> Line Customer Support Transfer;** ensure the timely transfer of relevant query types through use of Filemaker Ticket Types (prior to the implementation of Service 360 case management) or live chat
- **Team workload;** Monitor daily workload of team members and adjust to ensure a quality, customer focused, and timely action which meet the team SLAs.
- **Implement procedures;** Help create and implement procedures, customer response templates and workflow that will enhance the organisation and departmental service delivery, operating procedures and standards. Create smoother flow of operation and correct documented procedures.
- **Training and development;** work with the Customer Operations Manager to ensure ongoing development of team to ensure quality, service SLA and verbal and written communication standards are high and maintained.
- **Analyse 1st Line Customer Support team performance;** Help develop new reporting with QMS Business Analyst to ensure SLAs and KPIs are met and report trends to Customer Operations Manager.
- **Process and system improvements;** ongoing review of internal / external processes and workflow improvements to enhance the team's efficiency.
- **Customer communication;** maximise the use of technology to ensure that customer contact is timely, professional and meets customer expectations eg. live chat, communities via S360, knowledge hub, business whatsapp, email etc.
- **Client feedback;** proactively help gather customer feedback data and report trends to Customer Operations Manager regarding the service provided, in order to ensure our customer journey continues to improve.
- **Personal development;** ensure your own continuous professional development by keeping abreast of current retention and development techniques and trends

## Bring your best

All colleagues are expected to behave in line with our core company values

#Care & Support #Forward thinking #Own it # Do the right thing

Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.

## Person specification

Customer Operations 1 <sup>st</sup> Line Lead	Requirement	How will this be assessed? (A = application I = interview)
Qualifications	A Level or equivalent	A
Experience	Managerial experience	A
Skills & Competencies	<ul style="list-style-type: none"> <li>• Experience in a Team Leader position (desirable)</li> <li>• Target driven</li> <li>• Process development and implementation</li> <li>• Good attention to detail and data literacy</li> <li>• Coaching experience (desirable)</li> <li>• CRM knowledge and previous usage</li> <li>• Strong written, verbal and presentation skills</li> <li>• Proactive, can do attitude</li> <li>• Strong planning and organisational skills</li> <li>• Ability to learn complex products</li> <li>• Ability to work cross functionally effectively</li> <li>• Experience of using sales force (desirable)</li> </ul>	AI
Behaviours & Values		
Can demonstrate examples thereof	Forward thinking	I
	Own it	I
	Do the right thing	I
	Care & support	I

I BRING MY BEST  
OUR COMPANY VALUES AT QMS



I DO THE RIGHT THING



I CARE AND SUPPORT



I OWN IT



I AM FORWARD THINKING