

Customer Services Manager

CIPHR are a rapidly expanding, innovative, UK based tech company who provide online (SaaS) HR systems and solutions to help organisations attract, engage, manage and retain their workforce more effectively.

About the role:

Our business is growing and we're looking to strengthen our Customer Service team by adding an experienced and passionate Customer Services manager to improve the customer experience even further. The CIPHR Service Desk is the first point of contact when our customers need our help, we need someone who is all about ensuring the customers have the best possible interaction from the moment they contact the Service Desk to the point their issue is resolved.

We are looking for someone who is looking to develop and grow themselves as well as their team to ensure we are able to offer fast, reliable resolutions.

Accountabilities:

- Ensuring team is lead to a high standard with strong people management skills
- Able to direct and lead change within a team
- All raised tickets are dealt with to an excellent level of customer service and within agreed SLAs
- Drive continuous improvement within Customer Service team, reviewing and streamlining processes to ensure excellent customer support

About You:

- Have a pro-active approach to work, a self-starter, who has customer service/ service desk experience
- Able to deliver a high level of customer service in both written and verbal communication
- Experience of Jira, MS Dynamics, Office 365

What we offer:

Apart from a working with a great team, a growing company and having the chance to learn and enhance your knowledge and qualifications, we offer;

- 25 days annual leave (28 after 3 years services), plus bank holidays
- Pension
- Regular training
- Life assurance
- Medical Cover and Dental cover
- Perks at Work – access to exclusive discounts, cinema tickets, etc.
- Free annual health screening
- Gym Loan
- £1,500 employee referral scheme