

Client Services Manager £24-27k per annum + Bonus (depending on experience)

About us:

Locale is a multi-award winning, innovative, privately owned company that produces estate management portals for some of the UK's most prestigious property brands and iconic landmarks, such as The Shard and Hyde Park Estate. We're reimagining how properties can be run using new technologies, doing away with outdated manual processes.

About the Role:

The Client Service Team Leader is the central point of contact for client queries including content management, training queries & functionality queries. The Client Service team sets the standard of behaviour for customer engagement, playing a key customer advocacy role, developing and delivering services that support customer needs and inform IT services objectives. The team act as customer champions, offering specialist advice and support on IT related issues whilst providing customers with the best possible service and conveying a sincere willingness to help.

The Client Service Team Leader is responsible for the effective delivery of a customer focussed, professional IT support service. The Client Service Team Leader is expected to work effectively as part of a team, supported by Client Services Executives. This is a fast paced and varied role, requiring excellent communication and customer service skills as well as a broad range of IT knowledge.

Responsibilities include:

- Managing the Client Services team, inc monitoring and supervising of support staff
- To maintain and develop relationships with existing clients with regular visits to Client sites
- Collaborating & building strong relationships internally & externally
- To work closely with, and support, the Production, Support, Dev's & Sales teams
- Administrative support including client reports & account management
- Provide training & support to Building Managers & front of house personnel
- Keep records of customer interactions, process customer accounts and file documents
- Drive Customer engagement with the Locale products
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Manage incoming calls and tickets desk, through allocated staff
- Build sustainable relationships of trust through open and interactive communication
- Ensure the Clients Services Team work to the standards required by the business, as laid out by the Head of Client Services
- Assist the Head of Client Services with leading & mentoring the team
- Run internal & external projects
- Reporting and quality checking externally to customers and internally to staff
- Support/manage CS customer care package plan & onboarding for customers

The above is not an exhaustive list of duties & you will be expected to perform different tasks as necessitated by your changing role within the organisation & the overall business objectives of the organisation.

Requirements:

- Exceptional customer service and confident communication skills
- Enthusiasm and willingness to learn
- Excellent teamwork skills
- Knowledge of MS Office
- Excellent written, typing and verbal communications skills
- Excellent organisational and mentoring skills
- Attitude of doing whatever it takes to get the job done (not a clock watcher)
- Attitude of constantly wanting to improve as IT is everchanging and new technologies emerge
- The ability to inspire others
- Someone who is very dependable and trustworthy

Benefits:

As well as engaging work and exciting long-term opportunities the company has a relaxed working environment, with a casual dress code, monthly staff socials (such as a trip to the circus, punting in Oxford, a round at the pub or movies nights with take away) and free beer Fridays. There are plenty of staples available like free breakfast cereal, soup for lunch, a well-stocked cookie jar and sweetie bowl (or fruit bowl if you'd prefer) and a bean to cup coffee machine (coffee is very important!). The company also offers full time employees a private health scheme through AXA PPP. Every year we also have a lavish Christmas dinner!

Application:

Applications will be considered on a rolling basis. Locale is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of race, sex, disabilities, religion/beliefs, sexual orientation or age.

Please send your CV, along with a covering letter, to recruitment@locale.co.uk telling us something interesting about yourself and explaining why you are the perfect fit for Locale.

No canvassers or recruitment agencies please.