



Customer Support Manager

Hays • Eastern Suburbs Melbourne VIC



Base pay

\$100,000 - \$130,000



Work type

Permanent



Contract type

Not provided

Job details



Date posted

16 Jul 2022



Expiring date

16 Jul 2023



Category

Customer Service & Call Centre



Occupation

Management & Supervisory



Base pay

\$100,000 - \$130,000



Work type

Permanent



Job mode

Standard/Business Hours

Full job description

Your new company

In this role, you'll have the opportunity to work for Australia's market leader in the manufacture and marketing of garage doors and automatic openers. In addition to this, they put their customers at the very centre of everything they do and are truly passionate about delivering customer service excellence.

Your new role

In this role delivering an exceptional customer experience is your key focus. You will be responsible for the daily running of all functions within the Customer Support team. This role requires strong leadership with particular focus on the implementation of strong processes and disciplines, whilst working collaboratively with our Sales and Operations teams to deliver amazing outcomes for our customers. To be awesome in this role, you will thrive working in a fast paced environment and be obsessed about delivering service excellence to our customers.

You will build and work with and lead a high performing team. You will effectively manage the team KPIS and targets while ensuring the customer process from start to end is as smooth as possible

What you'll need to succeed

- Proven experience in a team leader role with FMCG background
- 5+ years experience in a leadership role
- Salesforce and SAP experience is highly regarded
- Demonstrated success in providing feedback, mentoring and leading a high performing contact centre team
- Ability to bring great energy and be an exceptional role model for the rest of the team

What you'll get in return

Great team culture Staff discounts several wellbeing initiatives in place like flexible working hours, working from home, weekly meditation, and

regular events to connect with your peers. Opportunity to continue growth within the company

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call us now.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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