

CAREER OPPORTUNITY

JOB TITLE:

CST Team Leader

REPORTING TO:

Head of Customer Service



Background

Agilitas IT Solutions Ltd is the leading European innovator of customer driven inventory-as-a-service solutions. Passionate about delivering first class IT services on behalf of our customers, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage spare parts inventories across server, storage and networking technologies and deliver complementing technical services to customers across 41 countries and to over 10,000 locations throughout Europe including cloud services, technical training, technical support, product repair and specialist engineering resource.

We are looking for a dynamic CST Team Leader, with proven and demonstrable experience of working within a contact centre within a customer service support role and ideally with team management level experience.

As the successful candidate

- You'll be an excellent leader and will already be a strong communicator within a similar role and will be open to training, learning and development to become an effective team leader within our company.
- You'll be flexible in your working approach and be able to share your knowledge and experience to ensure a consistent approach in the team.
- You'll be results driven, a team player as well as a leader, with a willingness and desire to achieve success and deliver this.

Essential Qualifications, Skills and Experience

- Proven and excellent previous experience in a customer service role, ideally at team leader level.
- Excellent interpersonal skills with the ability to communicate at all levels, whether in writing or verbally.
- You will have a progressive attitude to change and able to actively seek solutions not barriers.
- Work under pressure, to ensure delivery of our KPIs and SLAs, is crucial in this role.
- You will be adept and effective at responding to customers across a range of channels.
- Working on your own initiative and as a member of cross-functional teams is essential.
- You will have the ability to organise your own and support your team in managing the team and individual workloads as necessary.
- Passionate, enthusiastic and engaged in all aspects of providing excellent customer service.

Main Duties and Responsibilities

- Prioritise and distribute workload, across your designated team, to achieve and improve on agreed client SLAs and internal KPIs.
- Process calls and tickets that are submitted to your team.
- Act as primary escalation for any customer complaints.
- Build and promote external stakeholder relationships
- Provide first line support for your team on any internal or customer issues raised.
- Proactively identify and discuss with the Head of Customer Service any issues impacting on service delivery.
- Provide initial induction and onboarding support followed by continuing support, informal and formal training plans and coaching to direct reports, maintaining a focus on the company and department's values and performance objectives.
- Completely monthly 121s with team members sharing the feedback with the Head of Customer Service to align the feedback with the quarterly 1-2-1 discussions.
- Complete quality audit checks
- Hold team briefings relating to client updates as necessary.
- Report absence and lateness in accordance with company and department policies and keep the Head of Customer Service informed of any potential issues particularly surrounding service delivery.
- Take an active role with our recruitment process of new team members to include participating in interviews.
- Prepare daily/weekly/monthly team and individual data performance reports as required.



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Main Duties and Responsibilities (cont.)

- Provide absence cover and general support throughout the department to ensure that operational and client service needs are always covered.
- Ensure that all operations are being undertaken in accordance with compliance and regulatory standards.
- Working within our HR, H&S and people guidelines at all times, in line with our core PRIDE values

Critical Success Factors

- Successfully team lead/manage our CST team(s).
- Ensure that KPIs and SLAs are met.

Hours of work

Office based role at all times working 37.5 hours – Monday to Friday shifts between 6am to 18.30 pm with a one-hour unpaid lunch break. Requirement to work flexibly in line with business needs as and when required.

Benefits

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- A competitive salary.
- Employee Share Option Plan.
- Entry into our NEST pension scheme.
- 25 days annual leave.
- Additional ½ day birthday holiday
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.