

# Customer Services Manager

Through the effective leadership, management and development of the customer service team the Customer Service Manager (CSM) is responsible for delivering excellent customer service to achieve customer service objectives and support sales growth.

The following role is an example from the Innovative Materials Sector where the CSM also has responsibility for Production Planning

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## Key Processes

- » Managing and developing the customer service team and the Production Planner to customer requirements whilst balancing this with the need for cost effective production performance.
  - » Reporting customer service performance and supporting the Production Planner in the reporting of performance against scheduled activities.
  - » Responsible for ensuring that SAP is developed and utilised appropriately to support the role objectives, including creating new products and implementation of price changes
  - » Responsible for the administration of the customer complaints procedure, being the first point of customer contact. Liaising internally to assess the claim and attending customer meetings in the absence of the Commercial Manager.
  - » Providing customer service support to Solaglas based customers and to independents directly or through the UK sales force for independent customers
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## Saint-Gobain Competencies

- » Customer Focus - Level 3
  - » Results Focus - Level 2
  - » Listening & Communication - Level 3
  - » Change Management - Level 2
  - » Team Working - Level 2
  - » Team Leadership & Development - Level 2
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## Knowledge Needed

- » Basic understanding of H&S legislation so that it can be applied to the workplace
- » Understanding of key people policies
- » Expert Knowledge of SAP operating systems, and experienced in the BO module of performance reporting on SAP to produce the business performance reports.
- » Familiarity with industry terminology e.g. PLF, DLF, SSS
- » Knowledge of Saint-Gobain glass, its competitors and its products.

## Skills / Experience Needed

- » Managing and developing teams within a customer service environment
  - » Strong capacity to successfully manage customer service interface in all respects.
  - » A high level of personal commitment and flexibility
  - » Strong interpersonal skills
  - » IT Literate
  - » Team player with the ability to build strong working relationships within own team and other functions such as Production planning, finance etc.
  - » Capacity to handle/manage customer complaints through the correct procedures.
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## Qualifications - Entry Requirement

- » Educated to B Tech Higher or NVQ level 4 Management.
- » Minimum 5 'O' levels / GCSE's or equivalent, Maths and English required to grade C (or equivalent)