

JOB DESCRIPTION

Job Title	Customer services manager
Department	White label
Reporting to	Director, white label solutions
Responsible for	A key member of the leadership team in white label, the role holder will lead a motivated and engaged team to deliver a high quality of customer service to our white label customers, partners, dealers and sales teams
Location	Solihull
Environment	White label is a fast-growing business area. We work with multiple partners, all with different and demanding needs. Operating in the manufacturer captive/dealer arena brings with it urgency, so the role holder must be able to work under pressure. Much of the white label growth will come from consumer contracts, so being able to work in a regulated environment is essential.
Responsibilities	<p>Lead a motivated and engaged customer services team to deliver high levels of service to customers, dealers and white label partners</p> <p>Ensure key service targets are achieved across all areas (including quote, order, delivery, vehicle collections, query resolution)</p> <p>Minimise errors through appropriate training and monitoring of the team / their outputs</p> <p>Ensure effective management of customer complaints (including regulated complaints) both within the white label function and across Zenith shared services; minimise escalated complaints to white label partners, regulator, etc</p> <p>Create and maintain a resource plan, within budgets, anticipating times of peak demand and planning staff availability accordingly</p> <p>Maintain high levels of engagement across the team: provide a framework for employee learning and development, ensure effective formal and informal communication (two-way)</p>

	<p>Support the development of team leaders within white label; maintain a 'succession plan' for all people management roles within the customer services area</p> <p>Develop a culture of continuous improvement, where the team members are supported to learn and develop, and processes are reviewed regularly to identify opportunities for improvement (quality, reliability, reduced risk, improved efficiency), and lead internal change programmes</p> <p>Represent Zenith at a senior level with our white label partners</p> <p>(Hydra portfolio - Maintain a thorough, up to date understanding of relevant consumer legislation; ensure all interactions are managed in a compliant way)</p> <p>Maintain own knowledge of UK contract hire market and customer service best practice</p> <p>Contribute to the success of white label by playing a full part as a member of the management team</p>
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PERSON SPECIFICATION

Job Title	Customer services manager		
Department	White label		
Skill		Essential	Desirable
Excellent customer service and communication skills		X	
Ability to handle escalation of complaints/issues		X	
Excellent people management skills		X	
Lead successful business change projects		X	
Knowledge /Qualifications			
Commercial awareness		X	
Good knowledge of the fleet industry			X
Understanding point of sale dealer finance market			X
Understanding of regulated finance environment			X



Experience		
Expertise in Zenith system, products, services and suppliers abilities		X
Expertise in people management and development; proven ability to lead and motivate highly-performing teams	X	
Experience of managing complex change projects within own function and wider cross-business projects	X	
Experience in automotive point of sale finance market		X
Personal Characteristics		
Able to influence and persuade within a professional environment	X	
Ability to work independently and use initiative; willing to operate outside of the scope of the role as required	X	
Ability to perform in a pressured environment	X	
Resilient, self-motivated and positive	X	
Strong organisational and analytical skills	X	
Desire to deliver exceptional service	X	

RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch

