

Wellwise Healthcare

<https://wellwisehealthcare.com/job/customer-service-supervisor/>

Customer Service Supervisor

Description

The Customer Service Supervisor is responsible for leading and managing a team of customer service representatives, ensuring that the team provides excellent customer service and support to clients and customers.

Responsibilities

- Delegating tasks
- Monitoring the team's performance
- Assisting the team by performing the tasks with them
- Helping with training and development
- Completing paperwork
- Handling complaints (from both staff and customers)
- Reporting to senior management/personnel when required
- Enabling the service team to be customer-centric and provide an amazing experience
- Measuring and reporting to other stakeholders regarding the efforts and successes of the customer service department
- Continuing to iterate ways to improve performance, efficiency, and efficacy based on metrics and customer feedback
- Providing insights from customer data to the marketing and sales departments in an effort to continue growing the organization

Qualifications

Have at least 6 months of experience in customer service.

- Customer Service related qualification is an advantage but not necessary.
- Basic formal education required
- Good Standard of spoken English
- Good social and communication skills
- Good commercial acumen
- Will be required to perform other duties as advised
- Proficient knowledge of customer service, and standard office practices and procedures.
- Proficient computer skills.
- Proficient standard office equipment skills.
- Strong people skills.
- Excellent phone etiquette.
- Available to work shifts.

Job Benefits

24 days Annual Paid

Hiring organization

Wellwise Healthcare

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Health and social care

Job Location

Unit 12 Skyline Business Village,
Limeharbour, E14 9TS,
Limeharbour, London

Base Salary

£25,600

Date posted

June 24, 2023