

JOB DESCRIPTION

Customer Services Executive Team Leader



ACCOUNTABLE TO: Customer Services Manager

Location: **Eastbourne**

Full time: 38.33 hours per week - Monday to Friday 0800 – 17.00 hours. Candidates may be required to work outside of these hours, when necessary, especially in busy periods.

CPI Group has an exciting opportunity for an enthusiastic Customer Services Executive Team Leader to join our dynamic team.

CPI Group are a pan-European book printer and distributor with 17 manufacturing sites based within the UK, France, Germany, and Spain. We work in numerous markets including Trade (printing millions of Harry Potters!), to printing books for the academic and educational markets delivering school books and books on demand. The business is growing, and we are looking for energetic, creative, innovative team players to join us.

ROLE OBJECTIVES

We are looking for experienced leader who is:

- Enthusiastic
- Highly motivated
- Exceptionally organized with the ability to plan ahead
- Problem solver
- Passionate about creating the best customer service experience
- Capable of building strong relationships both internally and with our customers

The ideal candidate will be comfortable working within a team, and possess excellent and proven customer service skills, whilst being able to make decisions under pressure. An excellent eye for detail and ability to build a trusted rapport with major customers will strengthen your application, together with good humour and a positive attitude

RESPONSIBILITIES

The position involves:

- Ability to motivate the Customer Services Team by creating improvement plans and new procedures which will ultimately improve Customer Services;
- Reporting to and working alongside the Customer Services Manager, providing reports and annual leave cover;
- Taking day to day responsibility of the Customer Services Team providing support and motivation;
- Be able to communicate and liaise with both Senior Management and the Sales Team;
- To own the service delivery to our customers, and to set and manage customer expectations. To actively advise, engage and empathise with the customer to deliver well thought-out, well executed, on time solutions;
- The role is both inward and outward looking and has a key role in a culture of service. The successful candidate will be able to communicate and manage relationships (both internal and external) with the same high professional standards, attention to detail, and professional courtesy;
- Handling customer artwork files. Checking, entering and processing customer orders using company bespoke systems, to produce accurate work instructions for our manufacturing teams;
- Pricing and invoicing of received orders using customer contract pricing and calculators
- Monitoring, reporting, investigating and resolving customer satisfaction and quality issues (non-conformances both internal and external). Root cause analysis and resolution;
- Following and applying business processes and procedures. Ownership and support, working independently and as part of the wider team.

KEY COMPETENCIES

- Possess a "can do" attitude to meet schedules, with qualities that include; integrity, honesty, transparency, flexibility, and fresh thinking, with the ability to empower others and to be empowered;
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- Technically competent / confident – able to learn and cope with the technical demands of the job;
 - Good administrative skills, logical, structured and process driven;
 - Organised with good attention to detail, able to manage multiple projects on similar timelines;
 - Strong written and verbal communication skills;
 - Committed to the provision of flawless customer service;
 - Experience in using different software and database systems;
 - Working experience within Windows: Word, Excel, Outlook;
 - High level of numeracy and literacy skills;
 - Competent time management with the ability to plan, organise and schedule your own time/activities. To monitor progress and to stay on top of - and in control of – personal workload;
 - Previous experience within book manufacturing, printing or allied industries would be advantageous.
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If this role appeals to you, please apply in writing with a current CV to Dayana Dimitrova, DDimitrova@cpi-print.co.uk

Applications to reach us by 1700 hrs, Monday, 5th December 2022

If you currently work for CPI Group (UK) you must notify your Line Manager before you apply