

IFRS Foundation

Job description – Customer Service Team Leader

Reports to: Customer Experience Manager

Based: London

Job purpose: To lead the Customer Services team and ensure that it delivers high quality service to external customers and internal stakeholders.

Principal accountabilities

This is a pivotal role within the Content Services team which supports the organisation's global customer base as well as its internal stakeholders. You will lead a team of Customer Service Representatives in helping deliver customer value by enabling all orders for IFRS products and helping a global customer base with all their product requirements and information needs.

Specifically, your responsibilities will include:

- Working alongside the Customer Services Representatives to deliver a professional, high quality and consistent customer experience by fulfilling all customer orders and resolving queries in a timely manner.
- Coordinating the processing of all large book orders.
- Managing all of the organisation's key accounts, delegating the work as appropriate, ensuring that their specialist requirements are fully met.
- Coordinating and managing all the shipping and logistics operations of the organisation, including spearheading any problem resolution.
- Supervising the work of the Customer Services Representatives by:
 - providing support and guidance to team members;
 - acting as a point of escalation for customer queries and complaints;
 - ensuring that all tasks are distributed fairly amongst team members.
- Contributing to the development of the Customer Service team by:
 - Role-modelling the positive and proactive customer service approach expected of all team members.
 - Maintaining an open team culture of collaboration, cross-skilling and knowledge sharing.
 - Carrying out performance reviews.
- Working with the Marketing and Production Teams to coordinate customer support for the creation and marketing of new products.
- Introducing process and workflow improvements and ensuring that the Customer Service team operates optimally given available systems.
- Helping scope out, plan for implement and document system enhancements and upgrades alongside with all relevant process instructions.
- Identifying and escalating key risks and problems affecting customers, including providing recommendations for risk mitigation and problem resolution.

Experience required

- Previous experience in a customer service leadership role is essential.
- Broad and demonstrable understanding of e-commerce, CRM systems and databases.

Skills and attributes

- Strong team ethic; the capacity to work effectively, collaboratively and sensitively with others in order to achieve success.
- A high degree of integrity and professionalism; ability to remain composed under pressure.
- Positive and proactive approach to problem-solving, with an interest in IT.
- Ability to use own initiative, and willingness to accept responsibility.
- Excellent spoken and written English.
- Excellent organisational skills; ability to effectively plan and manage work and adapt to changing priorities in order to meet deadlines.
- Methodical approach to problem solving, with a high level of attention to detail.
- Good understanding of business and customer service issues, including international shipping and logistics.