

Job Description

EMPLOYER:	Leeds Alternative Travel
POST:	Customer Services Supervisor
SALARY:	£competitive
HOURS:	35 hours per week
HOLIDAYS:	20 days plus bank holidays
RESPONSIBLE TO:	Director of Community Transport

Aim

To manage the customer call centre ensuring delivery of a high standard of customer service, provide information about the organisation and its services, supporting customers in the use of booking & payment systems and accurately recording all Impact, customer, billing and utilisation using the system provided.

Main Duties

Health, Safety, Environment and Equality

1. Actively contribute to maintaining a safe and healthy environment for all staff and visitors.
2. To comply with all Safety and Environmental systems.
3. Report any accidents, incidents and near misses in line with policy.
4. Adhere to and promote HCT Groups equal opportunities policy

Customer Services

1. Support and actively assist in the day to day activities of the call centre team and community outreach teams.
2. Monitor and manage effective use of all systems and processes within the organisation(s).
3. Actively manage all social media for the organisation(s) in line with Group policy.

Systems

1. Manage the use of all systems and process within the organisation(s) including training new employees.
2. Produce reports regularly and as requested and monitor and report KPI's.
3. Produce system support materials for users, and arrange system use support as required.
4. Regularly audit systems to ensure compliance with usage procedures.
5. Produce employee system usage publications to support correct use of the systems.

Staff

1. Carry out regular performance reviews and appraisals of all call centre and outreach teams.

2. Maintain all training records for the organisation(s).
3. Manage absence in line with policy.
4. Accurately record all working hours for all staff (including drivers, PA's and outreach) and communicate to the payroll administrator.

Internal Communication

1. Provide weekly data to Managers
2. Provide information as required or on a regular basis to the operations teams.
3. Attend regular meetings with other departments
4. Convene and chair regular team meetings
5. Monitor and report activities and progress of all call centre and outreach teams.

General Duties

1. Promote and develop a culture which is receptive, responsive and provides the highest standards of customer care.
2. Promote a positive working environment culture
3. Undertake training and development and attend courses and external meetings.
4. In addition to the duties and responsibilities listed, the post holder is required to perform other duties assigned by the Management Team from time to time.