

**We are currently seeking an experienced, enthusiastic and professional Customer Services Manager to manage and develop our customer services functions across the different markets we operate within.**

**Location:** Huddersfield, West Yorkshire

**Contract Type:** Permanent

**Salary:** £25,000

At Fired Up we are seeking an experienced, enthusiastic and professional Customer Services Manager to manage and develop our customer services functions across the different markets we operate within. This is an exciting opportunity for someone who enjoys inspiring, motivating and managing a team to deliver first class customer service.

As a business we are on our way to delivering an ambitious growth plan, focusing on growing sales across all the markets in which we operate. To facilitate this growth we need to constantly develop and adapt our customer support functions to deal with the increase in customers this growth is bringing and their changing requirements.

A critical factor to the success of our customer relationships is the quality of service and support that we offer them. At Fired Up we continue to strive for excellence throughout the customer journey and pride ourselves on the level of service that we provide our customers and our collaborative team spirit.

We are looking for someone who can effectively manage our excellent team of customer service advisers, whilst also being able to develop and improve our systems and structures further to adapt to the changing needs of the business.

As the Customer Services Manager you will need to have strong people management skills and be able to develop strong working relationships with both customers and internal departments. You will need to ensure the smooth running of day-to-day tasks, planning and delegating work, lead complaint investigations, organise staff training and drive personnel development within the team you manage. You will need to be confident managing conflict and dealing with escalated issues, ensuring that these are brought to a successful conclusion. You will also need to gain a comprehensive understanding of the company, the products we supply and the markets we operate within.

### **Required Key Skills and Competencies:**

- Previous experience of planning workloads, managing and motivating a customer service team
- Ability to excel in a fast-paced environment
- Excellent communication skills, both written and verbal
- Good IT and numeracy skills
- Collaborative and interdependent work ethic
- Ability to build and develop customer relationships
- A leader and visionary who encourages, supports and mentors a team for success
- Highly organised with a structured, professional way of working
- Exceptional time management, willingness to learn and assertiveness
- Proven experience of successful conflict management

### **Who We Are:**

Fired Up Corporation Ltd is an international manufacturing company, producing lifestyle products for the home and hospitality industries. We manufacture under three brands; Adam, Aurora and Corby.

Our production sites are based in Huddersfield, UK and Guangdong Province, China and we distribute our products globally.

This role will be focused upon servicing sales of all three brands into the different markets that we operate in.