
We are looking for a self-driven and highly motivated *Customer Care Manager* to join our Customer Service Team as part of the Assisted Living & Health Care BU.

The key requirement of the role is to ensure exemplary customer services and to deliver first rate contracted and non-contracted maintenance within budget while meeting contract KPI's.

The role required the management of Legrand Assisted Living & Healthcare customer service teams which include Service, Service Administration, Technical Support, and Order processing.

Key Responsibilities:

- Effective management of the customer service department to optimize customer satisfaction
- Responsible for the Health & Safety training of all service department staff, the adherence to the company's rules regarding H&S, regular audits and that appropriate risk assessments are conducted before each service task is undertaken.
- Implement and develop SFDC Lighting and ensure SFDC is used to maximum commercial effect across the Business Unit and liaise with the SFDC lead to progress.
- Create and keep up to date across function SFDC Lighting "playbook" to ensure fast, agile and effective deployment as per target.
- Improve customer adoption of the business units connected services and recurring revenue.
- Monitor connected services impact on operational processes and customer service/experience.
- Analyse customer feedback and if needed implement corrective actions to reach quality service targets.
- Actively support the sales team in communicating, bidding and winning connected services business opportunities.
- To manage post sale service contract mobilization.
- Provide in depth analysis to monitor progress versus KPI's and report weekly/monthly results.
- Deliver a fit for purpose customer training program for accredited installers/partners that ensures all stakeholders are competent in the installation, service and configuration of Legrand Assisted Living & Healthcare solutions as well as third party solutions such as Fire, Security and Access Control.
- To ensure all members of the customer service team are appropriately trained and sufficiently knowledgeable to fulfill their prescribed role.
- Regularly monitoring department performance, identify improvements and action productivity improvements.
- To operate the department within the prescribed budget and to contribute to the annual budget process.
- Ensure the use and benefits of PPE equipment are made clear to the field service team and ensure they have adequate provision.
- Abide by the Legrand Core Values and Code of Ethics and strive to meet and exceed the Group's Corporate Social Responsibility (CSR) commitments.

Job Competencies/Key Skills:

Essential

- A strong customer service ethic and desire to go the extra mile
- Technically proficient
- Up to date knowledge of relevant health and safety regulations and applications of risk assessments
- Excellent communication skills with the ability to communicate at all levels
- Excellent organisation and planning skills
- A team player both confident and professional
- Ability to manage others, with excellent people management skills
- Ability to adapt to challenging situations
- Practical and adaptable
- Excellence in Customer Service
- Self-motivated and able to work using own initiative
- Good negotiation skills
- Strong educational qualifications appropriate to the role

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- At least 5 years' experience in a similar customer operations/customer services management role
 - Ability to prioritise work to meet business needs
 - Competent in Microsoft Office suite of applications
 - Experience of using project management applications
 - NEBOSH national certificate
 - Full UK driving license

Desirable

- Warden Call and wireless nurse call system knowledge
- Working knowledge of contract law and CDM regulations
- Working towards CDM qualification
- Knowledge of Sage 200
- Working knowledge of Salesforce and Salesforce Field Service

Conditions:

- Reporting to: Chris Donnelly – Commercial Operations Director
- Hours: Monday to Friday, 09:00Hrs – 17:00Hrs
**The post may require working additional hours to fulfill the requirements of the department.
- Base Location: Blyth WorkSpace NE24
**National and occasional International travel will be required, as well as working away from base location at other Legrand subsidiaries or customer locations.
- Type of role: permanent – subject to 6 months probationary period
- Salary: discuss during interview
- Group Personal Pension Plan: up to 5% employer contribution available from start day
- Holidays: 25 days/year
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover, Bike to Work Scheme, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Cashplan, Hotel and Car hiring discounts

Applications by CV and covering letter to:

Chris Donnelly – Commercial Operations Director chris.donnelly@legrand.co.uk

Closing Date: Friday 28 May 2021

Legrand UK is committed to Equal Opportunities and Diversity