**Customer Service Manager**

**£25,590 - £27,321 per annum plus benefits**

**40 hours per week**



We are looking for a Customer Service Manager to provide leadership and direction to deliver a fantastic ‘customer focused’ experience for our members and customers. You should have exceptional customer care skills, strong leadership skills and the drive to deliver the best possible standards of service.

The Customer Service Manager will have responsibility for ensuring that memberships across Oldham Active are managed effectively, which includes management of; the Customer Relationship Management system (CRM), payment collections, rejections, debt and cancellations. Through effective leadership, you will support, coach and manage a small team and set high standards in the delivery of our day to day customer service through our contact centre, whilst ensuring our members and customers receive a first-class experience.

To succeed as Customer Service Manager, you must be able to demonstrate independent decision making, organisational, planning and problem-solving skills to support the contact centre and wider teams in the business with complaints, daily queries and questions, offering answers, solutions or signposting.

The role will require flexibility to work in accordance with policies, procedures and meet the needs of the business, willingness to undertake training and continued professional development.

The ideal candidate will possess:

* Strong leadership, motivational and team building skills
* Experience of managing and leading a team.
* Previous experience within a similar customer service role
* Strong numerical ability, including the capacity to present information and data in a way that is easy to understand.
* Excellent knowledge of CRM/LMS, MS office applications and management software systems.
* Experience of running Direct Debit collections and managing debt
* Confidence in making decisions that support our customers and our business

This is a great customer service opportunity for individuals looking for career progression and development within a forward thinking leisure trust.

Individuals should have previous experience working within a customer service environment managing direct debit collection processes and effectively managing debt. Training will be provided if necessary and confirmation of the appointment can only be granted during the probationary period to those individuals who attain the above qualifications.

Hours of work may include evening and weekend work at times to reflect the requirements of the role. The contract is for 40 hours per week and you should manage your time efficiently and with flexibility to ensure you are effective in the role as stated.

As part of OCL’s total reward package there is:-

* Employee Awards
* Enhanced annual leave provision
* Flexible working arrangements
* Free eye test and contribution to cost of VDU glasses
* Free facility membership
* Free parking
* Investment in Employee Learning and Development
* Long Service Awards
* Occupational Maternity, Paternity and Adoption Leave
* Occupational Sick Pay
* Pension Scheme

If after reading above you feel that you have what it takes and want to join a great team, apply on line at [www.oclactive.co.uk/vacancies](http://www.oclactive.co.uk/vacancies). The closing date for receipt of applications is 31st January 2022. OCL are an equal opportunities employer and welcome applications from all.