



Customer Services Manager

Reporting to the Chief Operations Officer

January 2019

Our Business

Based in Cambridge (UK) Green Energy Options (geo) specialise in the design, manufacture and support of energy management display and information systems for domestic markets across Europe. Our focus is helping consumers understand and manage their domestic energy (and water) consumption and we make consumer products and apps to achieve this.

Established in 2006 geo is now one of the leading home energy management system companies in the world having sold over 5 million systems. We are listed in the Sunday Times Tech Track 100 fastest growing UK tech Companies for a third year running and in 2017 we won a Queen's Award for Enterprise: Innovation. With major contracts to supply the UK smart metering programme, multiple connected home contracts and a growing distribution channel the company is continuing to experience rapid growth.

We are growing our technical team to support the expansion of our business and product portfolio and have a number of new roles focused on developing innovative apps and interfaces for consumer devices and cloud services.

The Position

This is a managerial role reporting to the Chief Operations Officer, accountable for the customer services team both internally and through our outsourced operation. You will take responsibility for customer queries from consumers as well as supporting the needs of geo's business customers and energy utilities. You will handle and troubleshoot requests (technical and other) and escalate as necessary. You will also be responsible for supporting the continual improvements in both business customer and end user experience with product and services. As part of this, you will be expected to develop a consistent approach for methods and style of communication

Requirements

You will be an enthusiastic, confident individual with the tenacity for driving and delivering improved customer experience; someone who can lead a team of customer service staff to achieve insightful and innovative solutions for users/customers. You will be motivated by technology and will have experience supporting customers through omnichannel support models.

In this role you will be responsible for:

- Establishing a “User friendly - Customer focused view” of the customer support personnel by our all internal and external customers
- Devising new programs that will help develop and grow customer relationships and empathy
- Provision of SLA and supporting metrics
- Line Managing the customer service team with confidence, training and upskilling them to provide high level technical support
- Approving new product deployment into customers
- Interface with other teams, including sales and engineering
- Consulting with Product and Project Managers, ensuring that scripts and relevant supporting materials are maintained to assist help line staff respond to potential enquiries
- Ensuring that customer support services are established in advance of product delivery and that staff have appropriate briefing and training
- Providing regular reports to the business including identifying trends and proposing solutions
- Scaling up customer support, including multi-country as and when needed
- Maintaining and updating relevant aspects of geo’s Business Management System according to ISO9001
- Key account relationship building with customers and product installers developing user journeys
- Grow and evolve FreshDesk and reverse logistics support system

Personal Profile

- Experience in a Customer Services Manager role is essential
- Line management experience is essential
- Strong personal organisational and time management skills
- Results orientated/ focused on high quality outputs
- Experience, and a strong working knowledge, of Customer helpdesk platforms
- A track record for delivering customer support and services in a technology company
- Confident in generating customer support materials
- Comfortable and confident working closely with large scale business customers and energy utilities

Applications

To apply for this position please send a letter outlining why you are interested, what you can bring to this role, your availability and current remuneration together with a copy of your CV to the HR team at the above address or by email to recruitment@geotogether.com

