



Posted: 26/11/2024

JOB VACANCY EXTERNAL	
Job Title	Customer Experience Manager
Job Type	Permanent
Hours of Work	37.5 hrs per week Monday - Thursday: 08:30am to 5:00pm with half hour unpaid break for lunch and Friday : 08.00am till 1:30pm
Salary	Dependant on Qualification / Experience - TBC
Reporting Direct To	UK Sales Manager
Department Head	Sales Director
To apply	Interested parties should submit their C.V to the H.R. Department with a covering letter or email grlhumanresources@laneshealth.com
Closing Date	10 th December 2024
POSITION OVERVIEW	
To manage, lead and inspire a team of sales support colleagues to deliver excellence in both customer and consumer service across the board, in support of the wider and evolving business strategy.	
MAIN TASKS AND KEY RESPONSIBILITIES	
Main Duties	
People	<ul style="list-style-type: none">• Manage and develop a team of UK and International sales support colleagues to deliver customer excellence for all internal and external stakeholders• Ensure adequate office & reception cover at all times• Onboard new customers as per standard operating procedure• Deal with inbound customer and consumer enquiries as the primary point of contact and filter to the appropriate department/colleague• Take the lead with recruitment for the department as and when the business needs dictate.• Review and (Where applicable) approve holiday or absence requests for the department.
Admin	<ul style="list-style-type: none">• Manage all QMS related procedures for the sales department, including change controls, CAPAs, NCRs and BAFs.• Be the conduit for forecasts and forecast amendments to planning (via MPS)• Act as second approver for all price change submissions.
Logistics	<ul style="list-style-type: none">• Be the key conduit in and out of the business for all sales related logistical matters• Deal weekly with our international freight forwarders to manage the logistical side of our International business.• Manage central logistics folder and ensure all shipping dimensions are up to date on an ongoing basis• Manage the logistics side of the remaining contract sales customers
Other	<ul style="list-style-type: none">• Drive through ah hoc projects and as when required by the UK Sales Manager or Sales Director.• Build, alongside the communication charter a customer charter to improve all customer facing inputs for our business.• Collate VOC monthly feedback as a conduit into the MOR Team• Attend, when required, management level meetings to represent sales and ensure the voice of the customer is front and centre.• Drive strategic continual improvement initiatives through the department on an ongoing basis.• Pick up any additional duties which, due to our evolving business may be required from time to time and for which you have received adequate instruction and/or training
SKILLS / ABILITIES	
<ul style="list-style-type: none">• Proven leadership and management skills.• Ability to deliver excellent customer service at all levels.• Highly organised and methodical, strong time management skills.• Ability to communicate effectively with both internal and external stakeholders	