

Role: Customer Experience Manager
Reports to: Sales Director
Responsible for: Customer Experience team
Location: Pembroke Dock (SA72)
Salary: Competitive

Genpower is the exclusive distributor for Hyundai Power Products for the UK and Ireland. We are presently seeking a Customer Experience Manager to join our team.

The role

Using your industry experience and understanding, you'll lead your team to completely refresh the experience and journey of our valued customers – maximising all available channels to reinforce a strong, clear and consistent brand and deliver a seamless aftersales service.

Main duties will include but will not be limited to:

- Being the frontline for all customer interaction, ensuring everyone who uses our product becomes our greatest advocates, supporting them with their every need.
- Overseeing the delivery and ongoing quality review of customer information, the coordination of customer experience and the day-to-day activities of the department.
- Overseeing trust pilot and our review platforms, evaluating successes to improve sales and service levels.
- Responsible for the leadership and management of the Customer Experience team to drive improvements in people, performance, coaching, managing attendance, budget, briefings, training and one to ones within the framework of business procedures and competency management.
- Leading direct customer contact through Customer Experience Management tools.
- Maintaining standards of performance and service delivered by the team.
- Dealing with customers in an efficient and professional manner via both telephone and email.
- Evaluating information to identify faults and assessing appropriate solutions and next course of action.
- Promoting a customer-centric culture across the business.
- Collaborating with cross-functional colleagues to ensure an integrated approach across all customer touchpoints.
- Developing tailored ideas for customer-centricity that add value and respond to their specific needs.
- Improving customer reviews online through delivering excellent service.
- Implementing an environment of continuous improvement which delivers amazing for our customers.
- Identifying improvements in operational processes and recommending change if necessary.

About you:

You will be commercially astute with a clear focus on delivering business success.

You will bring a strong customer focus to the role as well as experience of transforming services to enhance the customer experience.

You will be a strong leader of people with a track-record of delivering excellence through your team.

You will have strong engagement skills and experience of working in collaboration with others to deliver outstanding business results, as well as a proven ability to succeed in a fast-paced environment.

You will have a strong knowledge of consumer law.

What is in it for you?

We are in a unique situation in that we can offer the opportunity to work for a successful fast-paced company in a location that is perfect for work-life balance. Pembrokeshire is renowned for its coast path, hills, wildlife, beaches, hospitality and outstanding natural beauty.

Staff are rewarded for their successes through a competitive salary (based upon experience) and benefits such as:

- Perkbox
- Private health care plan.
- Dentist and optician cash back scheme.
- Increasing holiday allowance with service.
- Pension scheme.

If this is a role that you could make a difference in then please apply with CV and Cover Letter outlining your suitability.

Reference ID: GP20/02

