

Job Title:	Customer Support Manager	Position Type:	Full-time – 37 hrs per week
Location:	Judges House, Laughton	Travel Required:	20%
HR Contact:	personnel@quorumtech.com	Date posted:	February 22, 2022

Job Description

MAIN PURPOSE OF JOB

Quorum Technologies Ltd has grown in recent years and we are reorganising as a result, dividing the commercial department into pre- and post-sales functions to improve focus and productivity. We are therefore looking for an exceptional Customer Support Manager to take over management of our administrative and technical support teams and put in place processes to ensure the efficient and timely processing of purchase orders, service requests, etc. The Customer Support Manager will be responsible for managing fulfilment of customer orders in a way that ensures customer satisfaction, reduces customer churn, and drives revenue growth.

RELATIONSHIPS

REPORTS TO: Managing Director

RESPONSIBLE FOR: Field Service and Admin teams

INTERACTS WITH: This is a Customer Service role where you will be supporting many areas of the business. Commercial Sales team will be the main internal customer, with significant interaction with the Operations department.

ROLE AND RESPONSIBILITIES

The Customer Support Manager will be responsible for creating a positive experience for new and existing customers, managing the Admin and Field Service teams to ensure this. Key tasks include:

- Be responsible for initial customer contacts, ensuring that emails and phone queries are allocated for action to Admin, Service, Sales, or Applications teams as appropriate.
- Directly provide quality customer support, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.
- Develop strategies to promote team member adherence to company regulations, safety, and performance goals.
- Troubleshoot problems, identify solutions, and provide guidance to staff on best practices.
- Act as the customer voice internally, passing along feedback to product development, engineering, and sales and marketing teams.

The Customer Support Manager will be part of the Leadership Team at Quorum. Key tasks include:

- Assist management with hiring processes and new team member induction and training.
- Generate and share comprehensive reports about team performance, mission-related objectives, and deadlines.
- Ensure working spaces meet and exceed company presentation standards.
- Develop and deliver an annual budget in support of the overall strategy and objectives set by senior management.

The Customer Support Manager will manage the Admin team. You will be responsible for the day-to-day management of a small team, processing, and management of orders to ensure on time production and delivery to customer. Key tasks include:

- Manage the Sales order process from receipt of order through to delivery and installation, in preparation for invoicing.
- Oversee communication with sales channels around stock availability, lead times, product updates, etc.
- Preparation, validation and uploading of price lists and discount levels to SAP B1.

The Customer Support Manager will manage the field service team, working closely with the service engineers, distributors, and microscope manufacturers to ensure customers are satisfied with the Quorum product. Key tasks include:

- Day to day management of the Service team to ensure that customer expectations are met.
- Support the in-house service team and our global partners (OEMs, agents/distributors, and end-users) to ensure the global organisation provides a top-class service response.

- In addition to the managerial responsibilities, it is essential that the incumbent has a good understanding of the duties of a service engineer and the technical issues involved.

The Admin and Field Service departments are a key internal source of business intelligence, and the Customer Support Manager will be responsible for ensuring all relevant data is input into SAP B1 in accordance with requirements. The Customer Support Manager will initially be tasked with implementing improvements in customer-facing processes. Key tasks include:

- Take ownership of processes in Sales & Service, ensure they are complete and update, as necessary.
- Ensure appropriate processes for approvals are in place and followed correctly. Work with SAP vendor to update processes when necessary.
- Develop an understanding of the current company culture, and work with the MD (Managing Director) and Commercial Director to translate strategic initiatives into a change adoption plan.
- Prepare a strategic plan for the global Service network, establishing performance measures, recruitment/divestment strategies and process improvement plans.
- Ensure that Quorum is competitive in all our key markets by formally appointing suitable local Service Representatives and visiting regularly to check they remain in compliance with agreements.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Concise, detailed, and accurate reporting of past results, future forecasts and departmental KPIs as required by senior management.
- Ability to meet customer expectations and to maintain Quorum's established reputation for excellence.
- Levels of injurious incidents, reportable accidents, employee absence and labour turnover within department.
- Ability to ensure that all established administrative routines and records are kept accurately and up to date.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

A Level, BTEC, or equivalent.

REQUIRED EXPERIENCE AND SKILLS

The successful candidate must have:

- Supervisory experience in an operational role with a demonstratable history of solid results.
- Practical experience with ERP/MRP software.
- A customer-centric mindset. You will be courteous, professional, and able to proactively meet our customers' needs.
- Ability to cope with rapidly changing demands on time and prioritise jobs according to urgency.
- Excellent communication skills, the ability to challenge and question while maintaining positive relationships.
- Experience working with overseas partners, especially in Asia.

PREFERRED EXPERIENCE AND SKILLS

- Experience working in a scientific instrumentation business.
- Knowledge of export processes and documentation.
- Practical knowledge of SAP Business One or Coresuite for SAP Business One would be a significant advantage.

ADDITIONAL NOTES:

This role includes overseas travel. Valid driving licence and passport required.

Attendance at trade shows means that ability to sit/stand for extended periods is required.

Assisting with packing/unpacking products will require bending, lifting, and carrying heavy equipment.

Key Words: sales admin | electron microscopy | sample preparation | scientific instrumentation | field service | SAP