

International and innovative recycling company is looking for a service-driven, action-oriented **French speaking Customer Care Manager**, who will lead a team of Customer Care associates. The Customer Care Manager will be reporting to the Head of Customer Care. This person will also play a key role in bringing more standardisation and streamlining processes to ensure excellent service to the European network of collectors as well as being the first point on escalation within their respective markets.

#### **ROLE of the Customer Care Manager:**

- Responsible for managing a team of Customer Care Associates
- Developing the team to manage workload with minimal supervision in respective locales.
- Responsible for the performance of their team
- Mentoring and Coaching of the team including performance reviews and performance management plans if required
- Monitoring and weekly reporting of telephone and email activity
- Analyzing the level and quality of customer care the company is providing
- Identifying trends in respective markets to report to Head of Customer Care and Marketing department to drive change
- First point of escalation for complaints and complicated queries.
- Proactively source best practices, monitoring market developments, and sharing knowledge internally
- Improving customer care procedures, policies and standards
- Managing the public drop off location network
- Facilitating the growth/success of the Public Drop off Location Network and any B2B programmes.
- Contest management in relevant markets.
- Training new team members
- Act as an on-call manager during Summer Fridays every third Friday.
- Handling Customer Care via telephone and email in fast-paced environment
- Supporting the development of standard responses and procedures to facilitate the management of customer care in all required European languages
- Updating the public drop off location maps
- Proactive outreach to potential new locations
- Sending out public location collection boxes to accepted locations

#### **PROFILE:**

- Fluency in French and English, any other European languages is a added bonus
- Proven working experience in people management and customer service
- Strong process design skills, the ability to define and execute a new process from scratch
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills



- The ability to thrive in a fast-paced, high-volume work environment with changing priorities
- A problem solver capable of thinking outside the box
- Solid team player who can collaborate cross-functionally

#### **SALARY & BENEFITS:**

- £31K/y
- 25 Paid Holiday Days
- 2 Volunteering Days
- Company Pension contribution
- Hybrid working - opportunity to work from home up to 2 days per week
- Work anywhere for 1 month
- Office exchange programme