



THE POSITION

To lead a team to deliver the Customer Services portfolio, develop customer partnerships and establish a successful and sustainable revenue stream.

POSITION:
Customer Services
Manager

DEPARTMENT:
Projects

TYPE:
Full Time

LOCATION:
Lambert
Station Estate
Tadcaster
North Yorkshire
LS24 9SG
United Kingdom

KEY ACCOUNTABILITIES

- To take complete authority for the global customer services operation ensuring it is always strategically aligned and delivering into the Lambert business strategy.
- To deliver 100% customer satisfaction and ensure parts and services projects are completed to the required schedule, quality and within budget.
- Act as primary point of contact for customers from enquiry receipt until successful delivery.
- Develop strong, productive working relationships with customer's personnel at all levels.
- Recognise opportunities in all areas of Customer Services where high return revenue can be realised.
- Define, develop and deliver effective Customer Services systems and processes.
- Deliver a departmental performance in line with a "right first time" culture ensuring the revenue return performance is aligned to strategic targets.
- Develop, implement, monitor, evaluate and adapt Customer Services delivery / performance in line with our customer's needs.
- Innovate and develop lean operational strategies to ensure maximum productivity with lowest possible overheads in line with business strategic objectives.
- Manage the commercial aspects of contracts – Quotes, estimates, P.O, scope, Risk, ECN's, etc.

KEY LINE MANAGER RESPONSIBILITIES

- Manage the Customer Services team resources (including people, facilities and tools) ensuring an appropriate working environment is provided and that relevant tools are available to ensure effective and safe delivery of projects and services.
- Engage, enable and empower the Customer Services team to develop their skills and contribute towards the continued success of the business.
- At all times demonstrate respect, integrity, trust and excellence in interactions with all colleagues, customers and suppliers.
- Ensure the Customer Services team work in compliance with ISO14001, ISO9001 and OHSAS18001
- Embed a culture of Lean and Continuous Improvement by complying with appropriate Standard Operating Procedures.
- Report at Board level on KPI performance, budgetary requirements and continuous improvement

KEY RESPONSIBILITIES

- Ensure scope of work for every project is clearly set out and that staff have the commercial skill set to identify, communicate and negotiate “out of scope” requests when on-site.
- Develop and maintain a network of effective and influential relationships with other key stakeholders in the supply chain, internally and externally
- Lead and oversee customer service performance through a combination of KPIs, customer feedbacks and surveys and demonstrate enthusiasm to develop our proposition further through the hands-on implementation of innovative ideas for process and systems improvements.
- Deliver documented communication to our technical departments of on-site machine upgrades / changes to ensure all records are up to date.
- Identify the customers' technical and commercial requirements for Customer Services support and devise appropriate and tailored solutions.
- Effectively promote and sell the Lambert Customer Services and develop key strategic partnerships.
- Ensure relevant on-site documentation packs are prepared in a timely manner to the highest standard and include key documents such as risk assessments, method statements, customer delivery note, travel pack, etc.

KNOWLEDGE AND EXPERIENCE

- Experience of after sales and service within an Automation environment.
- Must be a Solution Provider.
- A sound technical maintenance knowledge within an Automation environment.
- Thorough understanding of industry 4.0.
- A strong communicator and relationship builder with proven experience in gaining buy-in from stakeholders.
- A proven high level of commercial awareness.
- A natural leader self-starter with the flexibility to travel in the UK and overseas when necessary.
- Experience within Services, Operations or Technical environments at a managerial level.
- Proven track record in customer service and CRM for aftersales including managing returns and customer complaints.
- Experience as a professional after sales manager capable of promoting the organisation and product range across the UK and overseas and who can demonstrate previous success and experience gained in both a strategic and practical environment.
- Experienced in controlling contractual scope change and managing the commerciality of customer requirements.

TECHNICAL SKILLS AND QUALIFICATIONS

- An HND, Degree or equivalent in a relevant engineering discipline (mechatronic, mechanical, software controls)
- IOSH Qualification
- Understanding of PUWER
- Strong organisational and time management skills.
- Excellent commercial skills focused on the importance of delivering value
- Excellent written and oral communication, IT and management skills
- Strong interpersonal and negotiation skills
- Experience in sales or marketing high technology and/or aftersales products to the manufacturing industry
- A proven ability at problem solving.

If you would like further information or details of the full job description please contact HR. If you wish to apply please forward a copy of your CV together with a covering letter to hr@lamberteng.com.