

# Customer Service Manager (Work From Home)

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|----------------------|------------------------------------|
| <b>Remuneration:</b> | R20000 - R30000 per month          |
| <b>Location:</b>     | Remote                             |
| <b>Remote work:</b>  | Only remote work                   |
| <b>Job level:</b>    | Mid/Senior                         |
| <b>Company:</b>      | <a href="#">Galaxy Outsourcing</a> |

**Position:** Customer service manager

**Remuneration:**

R20,000 – 30,000 pm

**Currently accepting applications from:**

- Customer service managers
- Senior team leaders

**Role Overview:** We're on the hunt for a Customer Experience Lead with a solid background in customer service management or team leadership, ideally within an international market. The role is for the greatest cat food brand in the UK so it is imperative that you are an **animal lover**.

This role is designed for someone who can not only lead with empathy and efficiency but also understands the unique nuances and cultural aspects of serving a diverse UK clientele.

As a key member of our outsourcing team, you'll be instrumental in shaping exceptional support experiences, fostering a culture of excellence, and driving the success of our service delivery in the UK. Your passion for service excellence, combined with your understanding of the UK's diverse customer base, will set the foundation for our team's success.

**Key responsibilities:**

- Lead a team of service professionals to deliver top-notch customer service, tailored to the UK market.
- CRM Management
- Conduct regular training and development sessions, emphasizing cultural awareness and sensitivity.
- Oversee daily operations, ensuring compliance with SLAs and UK market standards.
- Implement training programs that enhance team expertise, with a focus on UK cultural nuances.
- Build a positive team culture that embraces company values and reflects the diversity of the UK clientele.
- Promote a culture of high performance, fostering individual growth and team accountability.
- Manage customer escalations with a deep understanding of UK cultural expectations, aiming for swift and satisfactory resolutions.
- Stay informed about UK industry trends and innovations, leveraging insights to enhance customer experience.
- Collaborate with management on process improvements and operational efficiency, with an eye on the specific needs of the UK market.

**Requirements:**

- Proven excellence in a customer service manager or Senior team leader role, with specific experience in the UK market.
- Strong leadership skills, with the ability to inspire, motivate, and guide a diverse team.
- Deep understanding of UK cultural dynamics and customer service expectations.
- Excellent problem-solving skills, with the ability to operate effectively in a fast-paced environment.
- Effective communication and collaboration skills, with stakeholders at all levels.
- Eagerness to embrace new challenges, with a commitment to go the extra mile.

This role offers a unique opportunity for an experienced leader to make a meaningful impact on our customer experience in the UK, driving both team success and customer satisfaction. To apply please send a CV to [recruitment@galaxyoutsourcing.com](mailto:recruitment@galaxyoutsourcing.com)

Posted on 08 Apr 14:55, Closing date 7 Jun

### **Apply by email**

[recruitment@galaxyoutsourcing.com](mailto:recruitment@galaxyoutsourcing.com)

### **Or apply with your Biz CV**

Create your CV once, and thereafter you can apply to this ad and future job ads easily.



See also: [Customer Service](#), [Customer Services Representative](#)

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