

## AJM Healthcare

**Role:** Customer Service Manager

**Salary:** Dependant on experience

**Do you have experience as a Team Leader, Supervisor or Manager and are looking for a new challenge or the next step in your career? Do you excel in supporting, leading and managing a team? How about joining a rapidly expanding Healthcare company? If your answers are yes then we have the job for you.**

AJM Healthcare is a long-established provider of Wheelchair & Community Equipment Services to the NHS and Private Sector. We have nearly 35 years' experience in these sectors and see ourselves as market leaders and innovators in particularly integrated Wheelchair Services, helping increase independence, choice and the very best Service User outcomes. Our team provide a genuine caring, user-centric and holistic approach that is tailored to each individual, who's needs vary significantly.

### **The role:**

We are now looking to recruit a Customer Service Manager to support our service users and our existing team. The job holder will be accountable for the following:

- To support the Service Manager in the organisation and smooth running of the customer service function.
- To lead, coach, motivate and monitor both the performance of the individual and team and undertaking team reviews.
- To ensure that all orders received are processed by the Customer Service team accurately and efficiently.
- To assist with customer service income calls when necessary.
- To ensure that all queries and enquiries from service users and service centre staff are dealt with efficiently and courteously.
- To liaise with other departments and key stakeholders within the business such as purchasing, stores, field services and the clinical.
- To manage any complaints and carrying out investigations and reporting back in the agreed time.
- To assist with the production of KPI reports and other reporting as requested.
- To ensure the efficient day to day running of all administrative operational systems within the customer service area of the service
- To lead in organising and delivering effective induction programmes for new employees.
- To support the training and development of the Customer Service team.

### **Who we are looking for:**

In order to succeed in this challenging role, you will have the technical competences and relationship building skills required to deliver real value.

We are looking for someone who:

- Has the ability to successfully lead the Customer Service team, ensuring that they are proficient and motivated in all their daily duties.
- Excellent communication skills are required to interact with internal staff and service users.
- Must be computer literate with good handwriting skills.
- Good attention to detail.
- Previous supervisory experience within the Healthcare sector would be desirable.
- Experience of administration and customer services is preferable.

### **What we offer you:**

- A competitive salary commensurate with qualifications and experience.
- Company pension contributions.
- Company mobile phone and laptop.
- Industry specific awareness training.
- Free on-site parking.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- A chance to work with a growing, public sector linked business, with an opportunity to enhance your own career over time.

**This position is working in a regulated environment and will therefore be subject to an enhanced DBS disclosure check. Cost will be covered by the Company.**

### **Proud Member of the Disability Confident Employer Scheme.**

*AJM Healthcare Ltd is an equal opportunities employer who does not discriminate based on race, gender, religion, marital status, age, physical or mental disabilities, medical condition. AJM will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the employer. Please note, during certain high volume recruitment times, AJM may wish to limit the overall number of interviews offered to both disabled people and non-disabled people.*

Job Type: Full-time