

Customer Services Supervisor - Job Advertisement – January 2025

Overview

We are currently seeking a motivated and dynamic candidate to join our company in the role of Customer Services Supervisor. Working as part of a busy team, the Customer Services Supervisor leads our customer service team to ensure a high standard of customer support to existing and new customers. This presents a fantastic opportunity for the right individual. Based in Kingswinford, West Midlands, you will be responsible for providing excellent customer service, reaching out to potential customers, promoting our products, generating leads and ensuring that the customer service team is effectively organised, structured and resourced in order to deliver sales targets and provide technical advice to both retail dealers, end-users/consumers. The ideal candidate will have excellent interpersonal skills, a strong understanding of sales processes, and the ability to motivate and manage a small team to achieve business objectives.

The Company

Formed in 1987, AAMP Global Ltd. (trading as Stinger) is a market-leading, manufacturer of aftermarket and OEM (original equipment manufacturer) technology. Providing innovative solutions for connected vehicle technology, enhanced audio equipment, improved safety features and in-vehicle entertainment, we are committed to quality and service.

The Benefits

- 20 days' holiday (rising to 25 with service) plus eight Bank Holidays
- Pension Scheme
- Free parking
- Life assurance
- Employee Assistance Programme

We are proud of our enviable reputation which is built on the principles of providing a reliable, customer-focused and in-house service. In order to maintain our market position, we need exceptional people on the team. If you want to develop your career with a business that has a bright future, we would like to hear from you.

Your Role

- Oversee the day-to-day operations of the customer service team, ensuring efficient handling of customer inquiries, any complaints, and sales-related requests.
- Answer incoming sales calls, e-mail enquiries and process sales orders, maintaining a high standard of customer service at all times.
- Provide administrative support to the external/internal sales team members when required.
- Build and maintain strong relationships with customers, helping them feel valued and ensuring their needs are met in a timely and professional manner.

- Lead, train, and mentor a small team, fostering a customer-first mindset and helping them to meet or exceed their performance goals.
- Work closely with the sales, marketing, and operations teams to ensure a cohesive approach to customer service and sales strategies and liaise with the Head of Purchasing in relation to supply, timescales and any stock issues so that customer expectations can be effectively managed.
- Ensure that the team are effectively communicating with the warehouse throughout the day to problem solve and avoid end of day bottlenecks and errors with orders and product.
- Provide guidance on complex customer queries, demonstrating high-level problem-solving and decision-making skills.
- Meet weekly and monthly sales targets through the effective management of the customer service team.
- Drive sales by identifying opportunities for upselling, cross-selling, and improving customer engagement.
- Ensure that the customer service team actively promotes company products and services, encouraging customer retention and repeat business and competently and consistently upsells where possible.
- Address customer complaints and concerns professionally, finding solutions that ensure customer satisfaction and loyalty.
- Keep the CRM system up to date, making sure it is well maintained, accurate and audited regularly. Inputting orders onto the system and ensuring that back orders are fulfilled.
- Monitor team performance using key performance indicators (KPIs) to assess the efficiency and quality of service delivery.
- Highlight any issues that are likely to affect operations or customer relationships to the relevant stakeholders
- Ensure the team is adequately resourced, planning for holiday cover and periods of absence
- Hold regular team meetings to review and communicate processes, sales strategy and latest issues to tackle.
- Involvement in business projects and ad hoc activities as required by management.

Your Skills

- Previous experience in a supervisory or team leader role within a customer service or sales environment, ideally within a small business or retail setting.
- Strong understanding of customer service principles and sales techniques.
- Previous experience of dealing with export sales, including detailed knowledge of export documentation.
- Excellent communication skills, both written and verbal, with the ability to engage and motivate a team.
- Ability to manage multiple tasks and priorities while maintaining a high level of attention to detail.
- Proficient in using CRM software, Microsoft Office Suite (Excel, Word, Outlook), and other sales tools.
- Problem-solving abilities and a calm, professional approach to handling customer complaints.
- A positive, 'can-do' attitude with a focus on results and continuous improvement.

Stinger is an equal opportunities employer; we value diversity and are strongly committed to providing equal employment opportunities for all employees and all applicants for employment. Equal opportunities are the only acceptable way to conduct business, and we believe that the more inclusive our environments are, the better our work will be. If you're passionate about customer service and sales, and you have experience leading a team, we'd love to hear from you.

General Data Protection Act – Privacy statement for potential applicants:

Stinger (AAMP Global Ltd.) receives your personal data when you apply directly for a role that has been advertised; this could be when you respond to a job post placed by Stinger (AAMP Global Ltd.) on a job board when you submit your CV through our website.

The below explains how we process personal data received into our organisation. When you send in your CV through a job board or directly through our website you will be asked if you consent to us collecting and storing your personal information. This may include but is not restricted to your name, contact details, address, employment history, mobility and education.

During telephone conversations and face to face interviews we may collect personal information with regards to employment preferences, strengths and work experience which may be stored on your personal record. This information facilitates our ability to support your job search and to provide a basis for recommendation when short-listing candidates for a particular role. By providing consent when you send in your CV you are providing permission for us to store this information. Stinger (AAMP Global Ltd). will never share your personal information or curriculum vitae with a third party without your explicit consent.

If you are unsure about any of the above information, please do not hesitate to contact a member of the HR team.