



## Customer Services Manager

North West

£Attractive

Our client, a leading waste resource business are looking to appoint an experienced Customer Services Manager that will focus on all aspects of customer satisfaction and care by leading the businesses National Accounts' Customer Service team. Responsible for delivering the End to End customer experience by fostering positive relationships with our clients, finding unique ways to deliver best in class customer support. You will keep the department running in an efficient and profitable manner, to increase customer satisfaction, loyalty and retention meeting customer expectations. To qualify for this role, the ideal candidate will have proven experience working in a customer service position, with excellent knowledge of the latest industry trends and techniques. In addition to being an excellent communicator (written and verbal), you will also demonstrate strong leadership and interpersonal skills you must have vast experience in customer service, with demonstrable time spent managing a large B2B customer service team. You must have excellent communication and IT skills - with the ability to communicate at all levels, including senior executives, both within internal and external customers; Strong written, verbal and presentation skills; Working knowledge of customer service software, databases and tools and awareness of latest call centre and customer service technology trends and applications; Knowledge of the Waste and Resource Management industry and legislation; Strategic thinker and change agent; Commercially astute and aware of market trends and competitor activities; Excellent mentoring, coaching and people management skills. This is an excellent opportunity to join a well-established business.

**For full details, please email a copy of your most recent CV to  
[Rebecca@candovergreen.com](mailto:Rebecca@candovergreen.com) quoting job ref: RB2360**

