

CUSTOMER SERVICE MANAGER

SUPER POWER:
LEADS A TEAM OF TALENTED CUSTOMER SERVICE ASSISTANTS TO DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE



SUPERHEROES VS SUPERVILLAINS

- ★ REMAINS CALM UNDER PRESSURE
- ★ PLANS THE ROTA CAREFULLY AND ACCORDING TO BUSINESS NEEDS
- ★ COACHES THE TEAM TO ENABLE THEM TO DEAL WITH DIFFICULT SITUATIONS
- ★ INCENTIVISES THE TEAM TO DELIVER EXCEPTIONAL CUSTOMER SERVICE LEVELS
- ★ ENSURES THAT ALL DETRACTORS ARE SPOKEN TO POST VISIT
- ★ BALANCES THE NEEDS OF THE TEAM AND THE NEEDS OF THE BUSINESS
- ★ BUILDS A GOOD WORKING RELATIONSHIP WITH THE SALES MANAGER TO ENSURE ALL CUSTOMERS RECEIVE EXCEPTIONAL LEVELS OF CUSTOMER SERVICE
- ★ FLEXIBLE AND SUPPORTIVE IN RELATIONSHIP WITH THE SALES TEAM
- ★ PROACTIVELY WORKS WITH THE MANAGEMENT TEAM TO DELIVER EXCEPTIONAL CUSTOMER SERVICE LEVELS
- ★ KNOWS THEIR TEAM MEMBERS AND HOW TO GET THE BEST OUT OF THEM
- ★ PROACTIVE IN PLANNING AND MANAGES TIME EFFECTIVELY
- ★ UNDERSTANDS THE IMPORTANCE OF DEALING WITH TEAM PERFORMANCE AND CONDUCT ISSUES
- ★ TAKES A COACHING APPROACH RATHER THAN A TELL APPROACH WHEN APPROPRIATE
- ★ TALKS ABOUT MOTORPOINT AS 'WE' RATHER THAN 'THEY'

- ★ COMES ACROSS AS FLUSTERED AND STRESSED
- ★ NO SOUND BASIS FOR ROTA MANAGEMENT
- ★ STRIVES TO DEAL WITH ALL DIFFICULT CUSTOMERS THEMSELVES
- ★ TOO OPERATIONALLY FOCUSED AND DOESN'T FACTOR IN TEAM ENGAGEMENT ACTIVITIES IN WORKLOAD
- ★ DOESN'T SEEK FEEDBACK ON TEAM'S OR OWN PERFORMANCE
- ★ TEAM FEEL THEY ARE OVERSTRETCHED
- ★ BOWS TO PRESSURE FROM SALES AND COMPROMISES CUSTOMER EXPERIENCE BY OVER BOOKING SLOTS
- ★ DEMONSTRATES A BLAME ATTITUDE WHEN THINGS GO WRONG
- ★ DOESN'T HAVE STRONG WORKING RELATIONSHIPS WITH PEERS
- ★ LACKS CONFIDENCE IN DEALING WITH CHALLENGING CUSTOMERS
- ★ DOESN'T PLAN THEIR TIME EFFECTIVELY
- ★ PERMITS POOR BEHAVIOURS FROM TEAM MEMBERS
- ★ HIGH LEVELS OF TEAM TURNOVER
- ★ TAKES A NEGATIVE APPROACH TO CHANGE

KPIs

NPS
>80%

SDD
>35%

WITH GREAT POWER COMES GREAT RESPONSIBILITY

TEAM	CUSTOMER	SHAREHOLDER
Recruit a team of talented Customer Service Assistants to deliver exceptional customer service	100% compliance on the Hub, no Hub exceptions and team are competent in its use	Understands and meets all financial and consumer compliance requirements
Inspire your team to deliver the Motorpoint Vision	Empower your team to deliver exceptional customer service through training on processes and key standards	Assist with the part exchange process to ensure no losses to the business
Develop a culture within your team that reflects Motorpoint's Values	Work collaboratively with the management team and provide feedback to improve performance	Ensure social media interactions and feedback forums are managed in line with company policy
Effectively manage people issues within your team in collaboration with the HR team	Maintain timely and professional communication with customers and the Customer Care team	Reduces cancellations and works with management team to resolve ongoing issues

SUPERHEROISM IN ACTION – TOOLS OF THE TRADE AND WAYS OF WORKING

TEAM	CUSTOMER	SHAREHOLDER
Driving Performance And ER Toolkit	QC Meetings	Collections Dashboard
MyDrive Onboarding	NPS Feedback	Management Team Meetings
Company Welcome Day And Induction	Google Reviews	Contact Hub
Technical Training	Feefo	
Engagement Survey	Tagit Tweetit	
Driving Learning	Hub/iQuote	

THE NON-NEGOTIABLES – HERO MUST-HAVES

TEAM	CUSTOMER	SHAREHOLDER
We never leave someone untrained	Every car is prepared and presented to Motorpoint standard	We have pride in our products and don't mislead the customer
Everyone has a monthly 121	We are honest at every step of the journey	We meet all Health & Safety legislation and provide a safe environment for our team members and customers
We never shy away from constructive feedback	We say "how can I help?" not "that's not my job"	We are commercial and ethical in our decision-making