

Customer Service Team Leader

**Working Monday to Friday, from 8.30am to 5.00pm
40 hours per week - Permanent**



We are looking for a confident, dynamic and customer focused individual who will lead our Diamond Club and support our Customer Service Team to enable them to deliver exceptional service to all our valued Diamond Club Members.

The purpose of this role is to supervise, co-ordinate and oversee the daily activities of the Customer Service Team, whilst actively being involved in providing a high level of customer service. To focus on the customer satisfaction and the reputation of IDS at all times.

Requirements

You will be able to demonstrate exceptional leadership abilities, along with a natural flair to inspire and motivate a team. You will have strong interpersonal skills and be able to build rapport with colleagues and customers with ease. You must have the confidence to use own initiative when carrying out tasks, overcoming problems and handling customer complaints as they arise. You must have a positive approach when making decisions and remain calm under pressure at all times. You will be able to effectively manage the workflow within the department, including down time and react promptly to demand and change. You must have a clear and articulate telephone manner, together with good written communication. You must also be able to communicate clearly to all levels of the business, as you will be required to report to the senior management team. You must have good organisational skills and be able to keep accurate records. You must have a competent approach to IT, in particular, Microsoft Outlook and Excel. You must be committed to customer care and portray passion for the products and brand.

You must have previous experience within a similar environment and have proven supervisory or managerial experience to match.

Overall, you must be a focused individual who is comfortable with leading a small team whilst making a valuable contribution, by proactively sourcing ideas and making practical suggestions in this fast paced environment.

Please note that attending events either in the UK or overseas may be required.

Training

Full Khaos Control (in-house bespoke system) training will be provided.



International Dance Supplies Ltd is an Equal Opportunities Employer.