

Job Title: Customer Service Team Leader

Department: Internal Sales

Reports To: Head of Customer Service

Location: Staveley

Employment Type: Full-Time

Job Summary:

The **Customer Service Team Leader** will be responsible for overseeing the daily operations of the customer service team, ensuring prompt and professional service to our customers. This role is critical in maintaining strong client relationships, managing order processing workflows, resolving escalated issues, and supporting continuous improvement initiatives.

Key Responsibilities:

- Supervise, mentor, and support the customer service team to ensure high performance and development.
 - Manage daily workflow of customer inquiries, orders, and after-sales support related to valves, fittings, and related components.
 - Act as the escalation point for complex or sensitive customer issues and provide resolution in a timely manner.
 - Ensure accurate and efficient order processing, from quotation through to delivery and after-sales service.
 - Work closely with the sales, production, and logistics teams to coordinate order fulfilment and resolve supply chain challenges.
 - Monitor KPIs and service levels, preparing regular reports for senior management.
 - Provide training and coaching to new and existing team members on systems, product knowledge, and customer service best practices.
 - Contribute to process improvement projects to enhance the overall customer experience.
 - Ensure compliance with company policies, health and safety standards, and industry regulations.
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Qualifications:

- Proven experience in a customer service supervisory or team leader role, preferably within a manufacturing or industrial environment.
 - Strong knowledge of valves, fittings, or similar engineered products is highly desirable.
 - Excellent interpersonal, communication, and conflict resolution skills.
 - Proficiency in ERP/CRM systems and MS Office.
 - Ability to manage multiple priorities in a fast-paced, deadline-driven environment.
 - Detail-oriented with strong problem-solving and analytical skills.
 - Leadership qualities with the ability to motivate and develop a team.
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Education & Experience:

- Minimum 3-5 years of experience in customer service, with at least 1-2 years in a leadership role.
 - Experience in valve and fitting manufacturing or a related industrial sector is an asset.
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