

JOB DESCRIPTION

Job Title:	Customer Services Manager
Reports to:	Head of Customer Service
Accountable to:	Head of Customer Service
Job Purpose:	To manage and continually improve the Customer Service experience for Redrow customers to ensure Redrow remains a 5 star builder and a leader in Customer Service at the premium end of the homebuilding industry.
Responsible for:	Customer Service Technicians
<i>Staff:</i>	Customer Service Co-ordinators
Scope:	The Customer Service Manager will deliver a first class service to our customers throughout the customer service process. The role will involve management of a small team of Customer Services Technicians and close interaction with the Customer Service Co-ordinators

Key Responsibilities:

1. Increase NPS year on year. Increase promoters and decrease detractors through addressing customer needs efficiently and effectively
2. Be responsible for the final quality inspection of the property before it is handed over to the customer putting into place prior to the handover any remedial action that is required
3. Champion the customer throughout the business and be the first elevated point of contact once exchange has taken place if the customer once exchange has taken place.
4. Visit customers in the field to understand their needs by building a professional relationship throughout their Redrow journey, offering guidance and assistance/rectification to matters raised. This will involve occasional evening/weekend working.
5. Manage internal and external relations to ensure that customers are satisfied
6. Feedback patterns of design/specification issues and following instruction implement changes
7. Ensure accuracy of all customer details and all communication is correctly recorded on SBMS/Internal computer system
8. Manage and assume responsibility for the Customer welcome meeting and ensure that all relevant parties are able to attend, ensure these meetings are arranged at a convenient time for customers and follow the agenda set out in the customer services procedures, this will involve occasional evening/weekend working
9. Carry out the home preview in the customers new home, ensure that all relevant operating instructions and helpline numbers are provided to customers as part of this process.
10. Instruct and liaise with the Maintenance Technicians, Sub-Contractors & Material

Verizon Customer Service Job Description

Debbie J. Goldman



Verizon Customer Service Job Description:

Real-Resumes for Customer Service Jobs Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers

Managing Customer Relationships Don Peppers, Martha Rogers, 2010-12-30 MANAGING CUSTOMER RELATIONSHIPS A Strategic Framework Praise for the first edition Peppers and Rogers do a beautiful job of integrating actionable frameworks the thinking of other leaders in the field and best practices from leading edge companies Dr Hugh J Watson C Herman and Mary Virginia Terry Chair of Business Administration Terry College of Business University of Georgia Peppers and Rogers have been the vanguard for the developing field of customer relationship management and in this book they bring their wealth of experience and knowledge into academic focus This text successfully centers the development of the field and its theories and methodologies squarely within the broader context of enterprise competitive theory It is a must have for educators of customer relationship management and anyone who considers customer centric marketing the cornerstone of sound corporate strategy Dr Charlotte Mason Department Head Director and Professor Department of Marketing and Distribution Terry College of Business University of Georgia Don and Martha have done it again The useful concepts and rich case studies revealed in *Managing Customer Relationships* remove any excuse for those of us responsible for actually delivering one to one customer results This is the ultimate inside scoop Roy Barnes Formerly with Marriott now President Blue Space Consulting This is going to become the how to book on developing a customer driven enterprise The marketplace is so much in need of this road map Mike Henry Leader for Consumer Insights at Acxiom Praise for the second edition Every company has customers and that s why every company needs a reference guide like this Peppers and Rogers are uniquely qualified to provide us with the top textbook on the subject and the essential tool for the field they helped to create David Reibstein William Stewart Woodside Professor of Marketing The Wharton School University of Pennsylvania *FCC Record* United States. Federal Communications Commission, 2003

Careers in Information Technology WetFeet (Firm), 2009 **Working Mother** , 2004-10 The magazine that helps career moms balance their personal and professional lives **Disconnected** Debbie J. Goldman, 2024-08-20 Call center employees once blended skill and emotional intelligence to solve customer problems while the workplace itself encouraged camaraderie and job satisfaction Ten years after telecom industry deregulation management had isolated the largely female workforce in cubicles imposed quotas to sell products and installed surveillance systems that tracked every call and keystroke Debbie J Goldman

explores how call center employees and their union fought for good humane jobs in the face of degraded working conditions and lowered wages As the workforce coalesced to resist the changes it demanded the Communications Workers of America CWA fight for safe and secure good paying jobs But trends in technology capitalism and corporate governance combined with the decline of unions narrowed the negotiating options for workers Goldman describes how the actions of workers management and policymakers shaped the social impact of the new digital technologies and gave new form to the telecommunications industry in a time of momentous change Perceptive and nuanced Disconnected tells an overlooked story of service workers in a time of change

Plunkett's Telecommunications Industry Almanac 2008: Telecommunications Industry Market Research, Statistics, Trends & Leading Companies Jack W. Plunkett, 2007-08 A market research guide to the telecommunications industry a tool for strategic planning competitive intelligence employment searches or financial research It includes a chapter of trends statistical tables and an industry specific glossary It also provides profiles of the 500 successful companies in telecommunications

The Almanac of American Employers 2007 Jack W. Plunkett, 2006-10 This book will help you sort through America's giant corporate employers to determine which may be the best for corporate employers to determine which may be the best for you or to see how your current employer compares to others It has reference for growth and hiring plans salaries and benefits women and minority advancement industries locations and careers and major trends affecting job seekers

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Plunkett's Wireless, Wi-Fi, RFID & Cellular Industry Almanac Jack W. Plunkett, 2008-08 Market research guide to the wireless access and cellular telecommunications industry a tool for strategic planning competitive intelligence employment searches

or financial research Contains trends statistical tables and an industry glossary Also provides profiles of 350 leading wireless Wi Fi RFID and cellular industry firms includes addresses phone numbers executive names **Verizon Untethered** Ivan Seidenberg, 2018-05-01 The Verizon leadership team stands apart from most leadership teams today in their willingness repeatedly to put the enterprise before the individual At first blush this might look like a hopelessly old fashioned notion in the age of the selfie Yet I would argue this is a trait that future leaders and boards of directors across industries would do well to understand and embrace Seidenberg not once but twice in the service of company shareholders and employees subordinated himself and put off taking sole leadership of the company to advance the enterprise s odds of success And many others in this story exhibited the same trait to help build this industry leading enterprise They understood that the risk of not acting and thereby destroying value during a period of accelerating technological change and industry consolidation a situation faced by leadership teams around the world today was much greater than the risk of stepping in as No 2 or co CEO In my 50 years of experience it is a rare leadership team that will subordinate itself for the benefit of the industry customers and the company That principle that the company comes first the individual second is what will define successful leadership teams of the future Multiple leadership principles some new some timeless emerge from this narrative and will be of great use to the next generation of leaders across industries and around the world By taking a look at a company that successfully executed exponential transformation we can take the strategies of Verizon leaders and apply them to our own experiences Ram Charan Statement of Disbursements of the House ,2006 *Statement of Disbursements of the House* United States. Congress. House, 2002-04 Covers receipts and expenditures of appropriations and other funds *At the Altar of the Bottom Line* Tom Juravich, 2009 Based on extensive interviews with workers in four different industries this book takes us behind the statistics of the economic collapse and into the lives of Americans who are struggling to make ends meet and support their families Tom Juravich combines oral history with social and economic analysis to provide a vivid account of the multiple challenges presented in today s workplaces At a Verizon call center in Andover Massachusetts customer service reps find themselves overwhelmed by the pace of work and the constant monitoring They describe a daily routine marked by regimentation intense pressure to sell and unrelenting stress In New Bedford undocumented Guatemalans in the fish processing industry are fired if they don t work fast enough cheated out of wages and mistreated by supervisors Juravich describes a brutal immigration raid by U S Immigration and Customs Enforcement that divided families and forced workers further underground Juravich then takes us inside the operating rooms at the Boston Medical Center where hospital consolidation has brought a new bottom line philosophy that has fundamentally altered the way patient care is delivered Surgery takes place almost non stop driving some nurses from their chosen profession and leaving those who remain exhausted The final case study looks at the shuttering of the Jones Beloit plant an internationally known manufacturer of machinery for the paper industry Despite the best efforts of highly skilled and productive workers to save their plant it was

abruptly closed and they were abandoned after their CEO recklessly became involved in a shaky foreign investment Juravich argues that workers face a series of paradoxes in the contemporary American workplace They can no longer assume that large established firms create good jobs The new working conditions often resemble what was traditionally associated with marginal and low wage employers He concludes that we must bring a discussion about the quality of jobs back into the public discourse and that a good jobs strategy is a fundamental building block to economic recovery Workers voices are front and center in this highly readable book It includes striking photographs by Paul Shoul and a CD that presents a series of audio documentaries with excerpts from the interviews as well as four original songs written and performed by Juravich The New York Times Index ,2005 *Federal Register* ,2013-05 **InfoWorld** ,2000-12-18 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Plunkett's Retail Industry Almanac: Retail Industry Market Research, Statistics, Trends & Leading Companies** Jack W. Plunkett,2007-12 No other guide covers the complete retail picture like this exciting new volume America s retail industry is in the midst of vast changes superstores and giant discounters are popping up on major corners Malls are lagging while power centers are surging ahead Savvy firms are combining bricks clicks and catalogs into multi channel retail powerhouses Which are the hottest retailers What lies ahead Our market research section shows you the trends and a thorough analysis of retail technologies chain stores shopping centers mergers finances and future growth within the industry Included are major statistical tables showing everything from monthly U S retail sales by sector to mall sales per square foot to the 10 largest malls in the US Meanwhile the corporate profiles section covering nearly 500 firms gives you complete profiles of the leading fastest growing retail chains across the nation From Wal Mart and Costco to Barnes Noble and Amazon we profile the major companies that marketing executives investors and job seekers most want to know about These profiles include corporate name address phone fax web site growth plans competitive advantage financial histories and up to 27 executive contacts by title Purchasers of the printed book or PDF version may receive a free CD ROM database of the corporate profiles enabling export of vital corporate data for mail merge and other uses **Network World** ,2000-12-18 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce *Plunkett's Telecommunications Industry Almanac* Jack W. Plunkett,2008-08 A market research guide to the telecommunications industry It offers a tool for strategic planning competitive intelligence employment searches or financial research It includes a chapter of trends statistical tables and an industry specific glossary It provides profiles of the 500 biggest companies in the telecommunications industry

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