

JOB DESCRIPTION: CUSTOMER SUPPORT MANAGER (MEMBERSHIP AND HEAD OFFICE)

Job Title:	Customer Support Manager (Membership and Head Office)
Responsible To:	Participation Director
Type of Contract:	Part time
Hours of Work:	22.5 hrs per week – 10-2.30pm Monday to Friday
Salary:	FTE Salary band £24,000-£32,000
Location:	Optional Head Office, Chiswick, London or Home Working

1. INTRODUCTION

British Fencing (BF) is the National Governing Body for the Olympic sport of fencing.

Vision – “A strong, successful and sustainable Fencing Community”

Mission – “To inspire and enable people to start, stay and succeed in fencing”

British Fencing Objectives:

- A pathway to International success
- A stronger, empowered, diverse and inclusive community of 30,000 fencers, volunteers, coaches and supporters
- Accessible inclusive swordplay opportunities delivered via partnership programmes
- A sustainable future supported by high quality governance and infrastructure that is financially resilient
- Maximise the wider benefits of fencing and the positive impact it can have on people’s lives

1.1 JOB PURPOSE

Reporting to the Participation Director, the Customer Support Manager will be responsible for

- Acknowledging enquiries from members, customers and stakeholders.
- Responding or re-diverting enquiries as appropriate
- Managing customer support systems and processes
- Creating and improving customer service communications, systems and processes to increase quality and efficiency

2. JOB RESPONSIBILITIES

The Customer Support Manager is responsible for:

2.1 CUSTOMER SERVICE RESPONSE

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Promptly acknowledging inquiries received via email, telephone and smartsheet forms.
- Listening attentively to/reading carefully questions and concerns.
- Responding to a defined set of queries in relation to common membership queries, or re-directing the query to an appropriate staff member.
- Maintaining a courteous and calm manner at all times to de-escalate demanding situations.
- Ensuring customer satisfaction and professional customer service support, in accordance with defined internal operating procedures.
- Working with colleagues to investigate and resolve customer issues in a timely manner.

2.2 CUSTOMER SERVICE MANAGEMENT

- Ensuring that communication channels to and from Head Office are in place and working (email, telephone, Zendesk, Smartsheet forms) and membership and general queries are assigned, managed and acted on.
- Keeping records of customer interactions, queries, comments, and complaints.
- Reviewing, managing and chasing outstanding responses to queries/calls.
- Updating call logs with action taken.

- Documenting personal information to create, update, or adjust membership records.
- Communicating and coordinating with colleagues as necessary to ensure enquiries are managed across the organisation in appropriate timescales.
- Acting as a point of contact for Sport:80 in relation to Membership management.
- Preparing call-related summary information for purposes of auditing and reporting.

2.3 CUSTOMER SERVICE IMPROVEMENT

- Creating and improving online customer/member contact forms and underlying processes and systems to increase quality of customer/member service and efficiency.
- Identifying and delivering opportunities to enable members to access the information they need, including updating, improving and expanding on membership service content (website/news posts and Sport80).
- Consolidating received customer feedback and communicating to other BF departments.
- Working cross departmentally to create and deliver improved front line customer service.

2.4 OTHER DUTIES

Main point of contact with appropriate International Governing Bodies (FIE, IWAS, EFC) on behalf of BF and the members.

2.5 GENERAL DUTIES

- Demonstrate, role model and uphold the BF Core Values of Honesty, Respect and Excellence.
- Timely and effective reporting, escalation of issues and risks.
- Collate and provide necessary data for quarterly review documents for department leads.
- Attending bi-weekly membership meeting and monthly all staff meeting.
- Provide internal feedback to management in respect of any aspect of the job or its duties.
- Other duties as and when required.

3. PERSON SPECIFICATION

Skills and Abilities

- Professional, courteous, patient and polite even in challenging circumstances.
- Excellent phone manner with the ability to build rapport quickly and deal with calls efficiently.
- Strong interpersonal and communication skills (both verbal and written)
- Resilience, self-confidence and ability to make things happen.
- Excellent problem solving and decision-making skills.
- Ability to work independently, remotely if required, as well as being part of a team.
- Ability to work positively within a team both supporting others and being able to reach out to others for support.
- Ability to manage time effectively and prioritise workload to meet deadlines.
- A commitment to excellent management basics, responding to emails, keeping diaries up to date, escalating issues and risks, working collaboratively with the team and keeping line management up to date with activities and progress.
- Good project management skills – including planning, resource management and budgeting.
- Behave in a professional manner upholding the BF values (honesty, respect and excellence)

Knowledge

- Competent in the use of Microsoft Office with a confident and independent approach to improving these skills and learning new systems. (Staff will be expected to use Smartsheets, Zendesk and Sport80)
- Understanding and commitment to diversity, inclusion and equal opportunities.
- Understanding of safeguarding and welfare.

Experience

- Customer service or service agent experience.
- Experience of designing and implementing process improvement.
- Experience of managing others to achieve common goals.

Personal Disposition

- Positive outlook with a desire to help people
- Empathy for volunteers working to support sport
- Self starter and motivated to deliver excellence