

Job Description

Job Title: Customer Support Manager
Responsible To: National Customer Relationship Manager
Location: Prohire Limited (Stoke) & Customer Locations
Hours of Duty: 40
Name of Post Holder:

Role Summary:

Responsible for the effective management of nominated Prohire Limited accounts, including ensuring complete customer satisfaction on all aspects of the Prohire service offering to maintain and increase business levels through providing and facilitating excellent levels of customer service.

Key areas of responsibility:

1. Provide first class contract management support to nominated accounts.
2. Establish close working relationships based upon trust and professionalism with key decision makers and influencers to ensure ongoing sales success and a return on the time invested.
3. Ensuring that all new contracts are implemented in a professional and timely manner and ensure that all internal colleagues fully understand the operational support requirements of the customers.
4. Ensure that every Key nominated customer has a current 'Service Level Agreement' in place supported by achievable key performance indicators in-line with the business standard (with any deviation being agreed at Director level), to ensure that both the customer and internal colleagues are fully informed of the agreed service levels to be delivered.
5. In the event of any operational issues being identified discuss such challenges with internal colleagues to put corrective and sustainable measures in place to prevent reoccurrences of service failures to include recommending internal process improvements.
6. Ensure that all operational contacts with the nominated customers are aware of the contact points within Prohire Limited, so that the CSM is the escalation point, and not a daily contact point.
7. Conduct periodic review meetings at both national and local depot level on a set time basis involving colleagues from Prohire to ensure a seamless experience is enjoyed by the customer; to include distance run rates against contracted distances thereby making customers aware of any potential excess distance charges, recharge analysis, and any outstanding debt outside of the normal finance team progress chasing.
8. Be the 'eyes' of the company within all nominated accounts and proactively communicate areas of concern including customer business policy changes.
9. Further increase the Prohire share of customer wallet by selling additional services i.e., Contract Hire, R&M, Rental and Accident Management.
10. Ensure that all internal and external customer meetings are minuted with agreed actions confirmed and timescales set to all relevant parties with the Customer visit report completed for face to face, and remote meetings inclusive of the Customer Survey and NPS.
11. Establish close, professional relationships with all customer representatives based upon providing speedy responses to all issues and by providing proactive advice in terms of fleet management, increasing fleet efficiency and reducing the customer cost base where appropriate through the provision of intuitive Management Information and value-added initiatives whilst at all times having the best commercial and reputational interests of the company in mind at all times.
12. To obtain a detailed appreciation of each customers requirements including features and enhancements which could add value to the customers fleet operation therefore increasing the opportunity of winning additional business and increasing the level of contribution by taking a consultative sales approach.

13. To become fully conversant with every nominated customer order requirements and methods of acquisition.
14. To have a process that runs periodic credit checks on customers and to submit funding requests to ensure that sufficient funding lines are in place to accommodate ongoing business requirements.
15. To brief internal colleagues, specifically but not limited to the nominated 'Sales Lead' on actions resulting from ongoing customer contact and ensure that all issues are dealt with in a timely manner.
16. To respond to new vehicle requests by following the correct internal procedures, thus responding in a timely manner either in person, in partnership with or by handing to the Sales lead on the account.
17. To always act in a professional and diligent manner and ensure that all customers' requests/ queries are responded to within a practical time frame thus presenting Prohire as a business that is responsive and cares about its customers.
18. Keep the customer informed of changes to legislation, and innovations such as alternative fuels etc.
19. Provide the customer with best advice for new vehicles in terms of whole life costs, payload etc.
20. To complete the market awareness report on ProSpect for all won and lost orders for nominated accounts.
21. Proactively manage renewal business to ensure replacement vehicles are delivered prior to the exiting vehicles termination date with a zero tolerance to 'out of contract' vehicles on fleet.
22. Ensure that nominated customers understand the benefits of using Prohire for rechargeable repairs i.e., data capture, and access to our national parts agreements, to generate revenue and margin.
23. Provide innovative solutions that sets us apart from our competitors.
24. Along with the Fleet Engineers ensure that each customer location has appropriate vendor support.
25. Allow adequate time to prepare customer review meetings ensuring agendas are relevant to current issues/concerns. Liaising with all departments to make sure all issues are covered.

General Responsibilities:

1. Prioritise workloads on a day to day basis.
2. Effectively manage time to ensure workload remains up to date.
3. Excellent customer communication and administration at all times.
4. Courteous, helpful and professional interpersonal and telephone manner with customers, colleague and suppliers.
5. Take absolute pride in everything you do to deliver service excellence and customer intimacy.
6. Use competent and sound commercial acumen and initiative on all occasion organising workload and resources.
7. Travel is required to various UK and Ireland locations, with the possibility of overnight stays.
8. Total confidentiality.

Internal Key Relationships:

- Operations.
- Sales.
- Information Technology.
- Finance.
- Senior Leadership team.

External Key Relationships:

- Nominated customer accounts.
- Suppliers including Service vendors used by nominated customers.
- Trade associations as a reference point.

Performance Measures:

- Zero tolerance to out of contract fleet, i.e., new vehicles on order and covered by extensions/ terminating vehicles extended as requested by the customer and approved internally. Renewal business rate within bounds of control: 85% minimum.
- Review/ courtesy calls: 4 minimum customer contact calls per day, and 100% on-target formally undertaken Monthly review meetings per month for all nominated accounts).
- Complaints/ issues/ enquires dealt/ acknowledged within 4 working hours.
- Net Promoter Score for nominated accounts: 8 to 9 (7 and below are open to change/ detractors) on a planned basis at both national and depot level.
- Year on year revenue increase in available CH, Rental, AM and R&M/ Recharge revenue in-house.

Customer Support Manager

Person Specification

Requirements	Essential	Desirable
Education, qualifications, and experience	<ul style="list-style-type: none"> • Management Degree or previous experience in Fleet, Contract Management or Customer Service. 	<ul style="list-style-type: none"> • Minimum 5 years managerial experience in one of the 'essential' areas.
Skills, ability, and knowledge	<ul style="list-style-type: none"> • Good IT skills (Word, Excel, PowerPoint etc.). • Excellent interpersonal and communication skills. • Ability to deal constructively with conflict/challenges. • Ability to develop good working relationships, with employees on all levels. • Excellent time management. • Ability to prioritise and plan workload with limited input from Line Manager. • Excellent customer orientation. 	<ul style="list-style-type: none"> • Up to date knowledge of vehicle legislation, including any planned changes. • Commercial Vehicle knowledge.
Personal Qualities	<ul style="list-style-type: none"> • Flexible and adaptable to the needs to the department, and to the wider business. • Calm under pressure • Good attention to detail • Attentive and responsive. • Innovative mind. 	

Signed:
(Post Holder)

Date:

Signed:
(Director)

Date: