

## Customer Service Manager – Peterborough or London based

### Option to work from our Peterborough Head Office or from our London Office (near Lloyd's)

We are looking for a Customer Service Manager with experience in securing new business and service management, dealing with complex issues associated to policy and process. You will require a thorough understanding of handling sensitive communications, both verbal and written, gained through previous employment experience. Your ability to develop new and manage existing relationships will ensure that the Group can continue to offer a quality service to all.

You will demonstrate excellent organisational skills whilst engaging with your team and other departments, helping to develop and support organisational goals. This is a great opportunity to apply your expertise to influence and manage key developments across the wider Group.

### Responsibilities for this position:

[jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)

- Develop and maintain good relationships with organisations and clients to ensure service levels remain high.
- Effectively manage appointments and meetings to negotiate and build relationships, winning new business.
- Manage complex claims processes, complaints and queries, including support with communications throughout the Group.
- Carry out root cause analysis for identified issues and work through to resolution.
- Influence improvements within internal and Group procedures that help the business function and improve the customer experience.
- Review and development of Policy Documents and Service Level Agreements.
- Ensure that client records are maintained with updated information from ongoing communications.
- Work to deadlines and be able to concurrently process multiple complex issues. Working in a fast-paced customer facing environment.
- Become familiar with company products and services and be able to use data analysis techniques to support decisions.
- Remain current with industry developments and internal/external influences that could impact on performance and process.
- Gain an understanding of how the role and process interlink with other areas of the Company.

### Desirable skills and experience:

- Experience with managing people and procedures.
- Strong communication skills required over telephone and formal written responses to clients.
- Experience of working in a fast paced environment and capable of building relationships.
- Ability to organise and prioritise as required in order to meet deadlines.
- Confidence to make decisions based on experience and knowledge gained through research.
- Professional approach to represent the Company to all customers and organisations.

### What You Can Expect From Us

- Attractive Salary dependant on experience
- Regular Monday to Friday hours
- Access to Pension Scheme
- Great Annual Leave Benefit including additional family days

- Sick Pay Scheme
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Friendly working environment in Peterborough, convenient location close to the A1

COVID-19 precautions are in place, including screens, social distancing, sanitisation and no sharing.

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)