



Job Description: Customer Service Manager

£30,000 – £40,000 Full Time Salary

Regular Monday to Friday daytime hours available with General & Medical, a well-established family-run business who specialise in Health Insurance. This new position requires someone with experience in the management of complex Customer Complaints, prioritising and coordinating workstreams within a growing department and helping the wider team to achieve. The successful candidate will require a thorough understanding of handling sensitive communications, both verbal and written, gained through previous employment experience. You will work across the team with more technical and complex issues in order to enhance customer satisfaction, demonstrating excellent organisational skills, establish key internal relationships engaging with the claims team and other departments, helping to develop and support organisational goals.

Responsibilities for this position:

- Management of complex customer complaints.
- Influence improvements within internal procedures that help the business function and improve the customer experience, including robust testing changes before being published.
- Assist with management of audits to ensure that quality is central to all work.
- Support the team in order to meet deadlines and be able to concurrently process multiple complex issues. Working in a fast-paced customer facing environment.
- Carry out root cause analysis for identified issues and work through to resolution.
- Work with the wider Management Team on key projects to enhance the service we provide.
- Be active with the production of reports for internal use and to support Senior Management.
- Performance management across the department.
- 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.
- Ensure that client records are maintained with updated information from ongoing communications.
- Managing own workflow in a timely manner and monitoring team workflow.

Skills and Experience:

- Proven experience in dealing with customer complaints.
- Strong communication skills required over telephone and formal written responses to clients.
- Experience of working in a fast paced claims environment and capable of building relationships.
- Ability to organise and prioritise as required in order to meet deadlines.
- Professional approach to represent the Company to all customers and external organisations such as Medical Service Providers, Underwriters, Ombudsman and Judicial establishments.

What You Can Expect From Us:

- Regular Monday to Friday hours – no evenings, no shift work and no weekend work



- Access to Pension Scheme
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- 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
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough, convenient location close to the A1

About Us

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 and covering letter to jobs@generalandmedical.com