



Customer Service & Telesales Team Leader/Manager (Animal ID Systems)

*Are you a customer service professional with experience of managing a call centre team?
If yes, we want to hear from you!!*

The Role:

An exciting opportunity has arisen for an experienced individual, with a call centre background, to manage our Customer Service & Sales Department based at our offices in Henley-on-Thames, Oxfordshire.

To strengthen our existing team, the successful applicant will have excellent customer service & communication skills combined with experience (in a similar role) of call centre operations, best practice and resource planning.

This role offers fantastic development and career opportunity for the right individual. Any experience in agriculture, wildlife or marine research will be a benefit but not essential.

Your Responsibilities:

Dalton ID Systems Ltd. place the highest importance on understanding and exceeding our customer's expectations. Our existing customer base is extensive and you will manage the team to deal with all aspects of communications and develop new customer connections through direct mail and proactive outbound calls.

You will provide outstanding support & assistance to our customers in Agriculture, Wildlife & Marine Research over the telephone by email and post. Working to & maintaining strict service levels, you will be personally responsible for building and maintaining strong operational relationships between your staff and key customers and contacts.

Essential Criteria:

You will be highly organised, a real team player, and able to work under pressure. You will have proven knowledge of call centre 'best practice' with experience of contact centre and sales order processing technologies including ACD, CRM and SOP systems; call management, distribution & routing and quality control assessment tools.

You will have a flexible attitude and 'can do' approach, coupled with some project coaching and an ability to mentor your team in communication skills and monitor their day to day performance.

Desired Criteria:

Ideally you will have 'hands on' experience of the Navision sales order processing system (or similar) a contact management system and proven skills in maximising service levels. Experience & understanding of skills routing, optimising service levels, report compilation and review of daily statistics would be beneficial.

Previous Team Leader or people management experience in a busy contact centre would be an advantage.

Benefits:

The continuing desire to maintain our competitive edge brings with it the need to constantly support, coach and develop our people. Regular performance development reviews combined with ongoing training and the desire to promote internally offer the career solution to our ambitious staff.

We do our utmost to ensure that working at Dalton's is as rewarding as it is enjoyable and challenging. As such, our benefits package includes all the elements you'd expect from a successful business including travel opportunities, health insurance and on target earnings bonus.

Our Company:

Dalton was established in 1947 and is one of the world's leading manufacturers of animal identification solutions. We produce products to assist traceability, disease control and animal welfare.

We operate in over 40 countries around the world through wholly owned subsidiaries and licensed distributors. (see www.daltonid.com)

In an ongoing commitment to being an employer of choice, we are committed to employing and developing talented and creative people who thrive on working in a challenging and fast paced environment.

Additional Information

Location: UK – Henley-on-Thames

Status: Full Time, Permanent

Reference Code: 55746129/0

Career Level: Student (Undergraduate/Graduate)

Education Level: 'A' Level/Higher or Equivalent

Experience: 1+ to 2 years

Job Category: Customer Service and Call Centre

Salary: £16,500.00 to £24,000.00+ O.T.E. per year
Subject to skills and experience

Contact Information jobs@dalton.co.uk

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