

   

**JOB DESCRIPTION**

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**Job Title:** Customer Service Supervisor

**Reporting to:** Senior Marketing Manager

**Job Summary:**

Mackle Petfoods is the proud owner of quality cat and dog food brands; Brandy, Cat Club, Naturo and Norsh, supplied through multi-channels in our local market, Nationally and Internationally. Mackle Petfoods also manufactures numerous private label brands. The Customer Service Supervisor will ensure professional handling of all queries, orders and complaints from retailers, distributors and customers, via telephone, email and social media platforms to deliver complete customer satisfaction in line with our Company policies and brand values.

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**Main Responsibilities:**

**The successful candidate should fulfil the following criteria:**

* Live the company values – care, integrity, quality, innovation and sustainability.
* Promote a culture of performance and continuous learning and improvement within the Customer Service Function.
* Gain an awareness of cross functional departments within the business to build product and processing knowledge.
* Build a strong, in-depth foundation of knowledge for all company brands and products.
* Oversee the handling of all enquiries received via communication methods including but not limited to online / telephone / social media, relating to products, complaints and orders etc. ensuring each customer receives a satisfactory response and all complaints are captured for investigation and trending.
* Develop, implement and manage the creation of a customer database / CRM system to capture enquiries, to help trend and report positive and negative feedback from customers.
* Responsible for the complaints database, capturing all customer and retailer complaints.
* Help lead the continuous improvement of the company through collaboration with other departments and escalating reoccurring trends to senior management to ensure the root cause is identified and a solution implemented to reduce / eliminate the issue.
* Reporting potential issues or challenges to the Board of Directors in a proactive manner.
* Analyse and identify frequent enquiries and advise how to improve the company’s external communications to help educate the consumer which will result in a reduction of enquiries.
* Processing of online and telephone orders to the logistics team.
* Continuously evaluate Customer Services process with the aim to enhance the customer experience along every step of their purchase journey.
* Attendance at consumer shows to represent the company and brands.
* Other duties, within reason, as and when required.

**PERSON SPECIFICATION**

**Job Title:** Customer Services Supervisor

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| *Criteria* | *Essential* | *Desirable* |
| Knowledge | * 2-3 years’ experience in a customer facing role.
* 5 GCSEs, inc. English & Maths
 | * Degree Level Education
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| Relevant Experience | * Intermediate level of use in PC applications (Microsoft Word, Excel & Power Point)
 | * FMCG experience
* Experience or confidence working with e-commerce systems such as Shopify and logistics systems.
* Experience managing a customer services team/department.
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| Skills & Competencies | * Excellent attention to detail and accuracy
* Very good communication skills; both verbal & written (English Language) - Polite but firm
* Confident handling difficult situations
* Patient, remain calm under pressure.
* Excellent organisational skills
* Ability to prioritise and meet deadlines.
* Reliable
* Good time management
* Must be able to work on their own initiative.
* Ability to work within a team
 | * Ability to pick up and assimilate information quickly and easily.
* Strong multitasking skills
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| Circumstances | * Able to work full-time hours: Monday to Friday, 9am to 5pm, on-site, at Mackle Petfoods sites. Occasionally, additional hours may be required to meet deadlines.
* Available to travel on limited occasions (i.e. support for exhibitions), including weekends for events.
* Clean Driving License
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