

Job Description:
Assistant Customer Service Manager

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| Function: | Corporate Services |
| Job:  | Assistant Customer Service Manager (soft Services)  |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): |  |
| Additional reporting line to: |  |
| Position location: |  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To work within Science and Regulatory in Zone 1
* Assist the Customer Service Manager in the delivery of soft services
* Delivering customer service within the GXP areas enabling science to create a great place to work
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * This is an important role within the Sodexo organisation. The role is focused on delivering world class integrated FM with oversight from senior Sodexo management.
* The business needs will vary in line with contract requirements and there is an expectation that you will provide support as necessary within your abilities and capabilities.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * All Critical and Compliance KPI’s green or associated action plans for any ambers / reds.
* Labour retention and reduced absence
* Client and Customer satisfaction scores
* Unit audit scores above 90%
* Ability to prioritise and work under own initiative
* Performance and Appraisal Records – all team to have an annual & half yearly PDR
* Internal compliance standards will be met and adhered to
* Good People Management and improved employee engagement using the ’Focus on Five’ initiatives
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To support Customer Service Manager (SSM) with service delivery for all aspects of Sodexo activity within the Zonal area, interaction with local customers to ensure high level of customer satisfaction and service delivery improvement initiatives. Follow up any customer complaints.
* Support in the delivery of IFM services within zone
* Supporting and assisting the SSM’s to ensure SHE and Quality compliance and timely completion of CAPA actions
* Participate in audits/performance checks and escalate any issues/complaints to the Customer Services Manager
* To attend an annual PDR with your Line Manager and to agree and take ownership of your PDR and your training and development needs
* To assist with the implementation of innovations and service or process improvement initiatives
* To support with Line Management of service delivery, team boards and team appraisals
* Assist in the delivery and improvement of the area KPI’s
* The role holder will be expected to respond to emergency calls as per call out process
* To drive performance improvement in the area
* To ensure continuous improvement of the service through techniques such as RCA’s, PDR’s, lean processes
* Build relationships with colleagues and key customers to understand their needs and support in their day to day activities
* Always wear the company uniform whilst at work and any items of personal protective equipment, as specified by the CSM
* Support with regulatory and internal Sodexo audits as required
* To complete all administration as specified by CSM
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| ***Essential**** A highly customer focused individual, motivating and driving performance in teams to deliver high standards of service and cost effectiveness.
* The role holder will have an understanding of technical service delivery, with the ability to transfer skills across technical disciplines.
* Knowledge of SHEQ and the process employed to manage risks, hazards and controls.
* The role holder will have an understanding of great workplaces and services to deliver quality of life to their customers

***Desirable**** The role holder will have an understanding of the customer business operations for their area and will understand the operating model of the AZ business.
* The role holder will have a strong customer service background.
* IOSH working safely
* Strong Technical background either mechanical, Electrical or multiskilled.
* Good IT and communication skills
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |

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| Sign: | Date: |