

CUSTOMCARE DIRECTOR

JOB REF: 0713

Our client is the leading provider of wet processing equipment for quarries, mines and recycling operations on the global market. Their equipment range has applications across a wide range of materials and is delivering significant efficiencies in the construction and recycling, mining, specialist industrial sands and environmental sectors. They are now seeking to appoint a Director of CustomCare to join their strategic Leadership Team.

Job Purpose

Reporting directly to the Managing Director, this is a key role within the strategic leadership team and will play an important role in shaping the business.

You will be defining the strategy for customer care and retention and the growth roadmap for this part of our business. The company has ambitious goals for growth and is currently growing very fast. They are looking for an experienced and effective leader, with excellent people skills, business acumen and an entrepreneurial mind to enable the provision of a world class service and oversee all CustomCare activities.

Responsibilities:

- To build and maintain strong, long-lasting customer relationships
- To directly handle escalated queries and issues to ensure that the company provides a world class customer service at every touchpoint
- To coordinate with the Chief Operating Officer and other relevant departments to ensure that all customer feedback is fed back into a continuous improvement plan
- To implement relevant tools and processes to enable a world class customer service
- To ensure a strong set of KPIs are in place to drive up customer satisfaction levels
- To build and manage the global CustomCare team, currently approx. 40 people
- To scale revenue to the next level, continue or exceed our current rate of growth
- To develop and execute a strategic plan to achieve CustomCare revenue targets
- To identify new opportunities for revenue growth and new ways to enable our customers to optimise their plant, ultimately driving up levels of satisfaction
- To form an aftersales strategy to ensure the company remains attractive, competitive and innovative
- To identify key areas for improvement in the CustomCare process and resolve
- To work professionally and collaboratively across all teams - including Stores, Supply Chain, Business Development, Project Mgt, Marketing, Talent, etc. to ensure continuous improvement of all company activities, based on customer feedback
- To demonstrate the technical ability of the Technology to existing and potential customers
- To identify new technologies and support the implementation of same where applicable to enable the growth aims of CustomCare

- To evaluate and fully commercialise the Technology suite; Core 3D, Core Workflow and Core Smart Tech in conjunction with the Group Business Development Director and Business Development Team
- To provide regular customer data and additional information to assist with customer decision making
- To develop, update and maintain relevant internal systems such as IFS, Better Works, CRM, etc.
- To adhere to the Company's Policies and Procedures
- To carry out any other duties within reason and capability associated with this role

Person Specification

- A minimum of 10 years of experience in high growth Business Development and Customer Service Management
- Extensive knowledge of Business Dev. and Customer Service principles and practices
- Outstanding leadership, management, and coaching abilities
- Strong analytical and quantitative skills; ability to use hard data and metrics to back up assumptions, recommendations, and drive actions
- Passion for innovation and automation: experience using technology to improve performance
- Strength in problem-solving, issue-resolution and numbers
- Ability to think simultaneously about day-to-day requirements and medium and long term changes and strategies
- Ambitious and keen to evolve in a constantly moving, high growth environment, where effective energy management and resilience are key
- Excellent academic background - a degree in Engineering / Business or equivalent
- Passion for Sustainability and committing your energy and drive to making our world a better place to live in, one tonne at a time.

Contact Con Gallagher on 028 8676 0044 for a confidential chat or submit CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

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