



LegalforLandlords – Customer Service Manager

Since our formation in 2009 we have grown into an award-winning business. Based in Birchwood, Warrington we support customers nationwide. We describe ourselves as a fast-moving, innovative and people focused organisation. We're good at what we do, but there is always room to improve which is why we're serious about investing in our people.

The role:

As a Customer Service Manager you will be overseeing our reference team within B2B and B2C service. You will take charge of our Tenant Reference department and you will be responsible for 10-15 members of staff. In this role you will be utilising your previous management experience of at least 2-3 years and applying this to the role to drive the team to provide great customer service. You will be maintaining and updating our in-house CRM system and working with Office 365. You will be expected to handle yourself well under pressure and offer timely resolution to any complaint handling. The role will also involve a small amount of inbound and outbound calling, basic admin duties and having the ability to boost KPI targeted figures. Leading and development skills are essential.

The person:

Through being positive and friendly you will build rapport with clients whilst providing a professional service. We pride ourselves on delivering a high-quality service which is customer focused. We want a team player who is ready to perform and driven to succeed in a management role.

What can we expect from you?

- Positivity – Lead by example and promote a great work culture
- Reliability - Be someone who we can depend upon on to deliver for the team and our customers
- Work Together - Be part of a fantastic team and achieve together
- Motivation - Achieve your potential
- Grow - Develop within your role and grow with our business
- Inspire - Share your ideas to improve the way we do things
- Co-ordinator – Able to plan and forecast
- Communicator – Demonstrate high quality skills.

Key Responsibilities:

- Leading and managing a team
- Offering support and being able to coach staff
- Meticulous and observant to review any applications
- Liaising with other divisions to build rapport and able to aid cross selling
- Able to assist and promote our services to our clients

Skills:

- Excellent communicator
- Proficient delegator and leader
- Highly organised



What will you get in return?

- Salary £20,000 pa + Bonus Structure
- Pension Scheme
- Company reward scheme including length of service awards, peer to peer recognition, suggestion scheme and employee of the month, quarter & year awards
- Free fruit, tea and coffee
- Refer a friend reward scheme
- Company social events including: summer parties, team nights out & much more
- Make a difference day – 1/2 paid day off work to volunteer at a charity of your choice

Why LegalForLandlords?

At LegalforLandlords we work hard and we're constantly developing - our people, our processes and our technology and we all share the same goal; to consistently deliver a seamless, easy and enjoyable experience to each one of our customers and employees.

You can be certain that with LegalforLandlords you're always learning new things and creating new opportunities for yourself. We really believe in our people & strive to ensure you reach your full potential.

So if you're excited about a new challenge, want to work in a fast paced environment, with a team of like-minded people, you're in the right place, please email your CV to recruitment@legalforlandlords.co.uk a cover letter is optional but proves you've gone the extra mile to standout.