

Customer Service & Billing Team Leader – Carlisle

Role Profile

As the Customer Service and Billing Team Lead, you will assume a pivotal role in overseeing a team dedicated to delivering exceptional customer service while effectively managing billing operations and queries. Your responsibilities will encompass managing the team, addressing escalated customer concerns related to service and billing, reducing churn, implementing and refining processes, improving the overall customer experience to meet our aim of exceptional customer service for every customer, and managing bad debt and outstanding payments.

Main Responsibilities

Team Management:

- Lead, mentor, and motivate a team of Customer Service and Billing & Collections Advisors, ensuring our high standards of service delivery are upheld
- Conduct regular performance reviews, set performance targets, and provide positive and constructive feedback to support individual and team growth.
- Assist in creating a positive and collaborative team culture that promotes excellence and continuous improvement.
- Lead by example, we believe the best customer service is provided when not every interaction is based off scripts, so adding your own unique style that paves the way for the team to do so is key.
- Reporting to Head of Inbound Sales & Service on key KPI's and performance of team in a call centre environment.
- Supporting Customer Service and Billing Manager with effective rota and staffing levels.

Escalated Customer Concerns:

- Act as one of the primary points of contact for escalated customer complaints pertaining to service issues, billing discrepancies, and account issues.
- Conduct thorough investigations into customer concerns, identify root causes, and implement effective solutions to resolve issues promptly.
- Engage directly with customers to address complex issues, providing empathetic and efficient resolutions to provide a customer service experience.

Churn Reduction:

- Analyse data and customer feedback to reduce customer churn by providing a unique customer service experience through the customer journey.

Process Improvement:

- Identify opportunities to streamline and enhance billing processes, encompassing billing inquiries, payment processing and debt management.
- Collaborate with other in-house teams to design and implement new processes, tools, and system changes aimed at improving efficiency and accuracy in billing operations.
- Work with Head of Inbound Sales & Service to identify customer journey pain points and reduce through customer communications and system improvements.

Customer Experience Enhancement:

- Implement initiatives to elevate the overall customer experience, such as proactive communication, personalised support, and robust feedback mechanisms.
- Monitor key customer satisfaction metrics and feedback channels, identifying areas for improvement and devising action plans to address customer pain points effectively.

Bad Debt and Outstanding Payments Management:

- Work closely with the finance team to manage bad debt accounts and reduce outstanding balances through strategic efforts and campaigns.
- Drive strategies to minimise instances of unpaid bills and improve collections processes to mitigate bad debt risks effectively.
- Identify causes of first bill not paid from customer base and report back to Head of Inbound Sales & Service on trends.

Working hours

This is a full-time role working 37.50 hours per week, these hours will be worked between the following business hours with an unpaid 30 minute lunch break each day;

Monday to Friday: 9am to 7pm

Saturday: 9am to 5pm

Sunday: 9am to 5pm

Experience required

- Proven experience in customer service role
- Proven track record of providing exceptional customer experience to a diverse customer base.
- Strong leadership abilities, with the capacity to inspire and guide team members towards shared objectives.
- Excellent communication and interpersonal skills, enabling effective resolution of escalated customer issues and creating positive customer relationships.
- Analytical mindset, adept at interpreting data to inform decision-making and drive performance improvements.
- Prior experience in process improvement and project management preferred but not essential.
- Experience of billing and billing strategies preferred but not essential.
- Dedication to delivering outstanding customer service and a commitment to continuous improvement.
- Dare to fail, you do not need all the above but a willingness to fail, try again and learn from it is a must.

Excellent Employee Benefits

- 32 days annual leave (including Bank Holidays)
- Up to 7% pension contribution
- 4 times salary life insurance cover
- Employee Incentive Scheme
- Employee Referral Scheme
- Perks at Work Scheme

About Grain

Everything we do is fast, from our broadband to our growth. As a national broadband provider, headquartered in Carlisle, we can offer stand-out candidates a range of opportunities across the UK. We are challenging the other providers when it comes to true Full Fibre, delivering our own dedicated fibre-optic network with a unique cable to the home (FTTP), offering some of the fastest broadband products at low, low prices. Customers love our product, our simple packages and our transparent pricing. We believe that we are helping to bring digital transformation to the UK and offering the UK a better choice for broadband.

With millions of pounds of investment, our independent company is making waves in the industry and in communities from Aberdeen to Brighton. Now is the perfect time to join one of the fastest growing companies on an exciting journey, future-proofing broadband connectivity for homes and businesses for years to come. Apply today and join the Grain revolution!

Employment with Grain Connect Ltd is subject to satisfactory references and other verification checks (including basic DBS check where applicable) that may be a requirement of your role. Reference and/or other verification requirements applicable to your post will be advised to you during the recruitment process.

Dedicated to fostering inclusivity and diversity, our company takes pride in our commitment to equal opportunities.