

Customer Support Manager



Job reference (000000000000)

Job Title	Customer Support Manager	Job Family	Zellis Support Services
Grade	TBC	Reports to	Senior Manager with a dotted line to Head of Customer Support (UK)
Location	Kochi	Team Size	Direct – 0-12 Indirect reports - 0

About the role:

The Customer Support Manager will lead and deliver the provision of support services outside of core operating hours to ensure a consistent and superior 24/7 customer experience. The role holder will be the key senior point of contact managing service delivery outside of core hours and will be required to engage and directly support customers and colleagues in a professional manner. They will be responsible for managing a team of remote agents, operating across multiple channels, to deliver to pre-defined KPIs and service levels and to ensure there is a successful handover between operating shifts to ensure we always protect the customer experience.

Role Accountabilities and responsibilities:

In this role your key responsibilities will be:

- Overall delivery leadership for all non-core hours support provision
- Lead the teams and out of hours activities to deliver an exceptional experience for customers and colleagues through on time delivery, achievement of SLAs and KPIs and by going the extra mile to make sure each customer has a great 'premier' experience from Zellis
- Ability to lead any major incidents occurring during the overnight shifts – including chairing of any bridge calls, securing on-call resources and following the major incident processes
- Diagnose and triage issues and problems for our customers across a variety of live and written contact channels.
- Drive and manage the delivery of a range of differentiated service levels during the out of hours shifts to ensure key KPIs and SLAs are met while working as a combined leadership team ensuring the end-to-end successful adherence to SLAs and KPIs are achieved.
- Work with the Head of Customer Support Operations to ensure sufficient resourcing and shift rostering, identify problems, design solutions and deliver change to continually improve the Customer Support function.
- Drive high levels of productivity by ensuring that the team process core hours work, cases and continuous improvement initiatives when there is insufficient out-of-hours work volumes occurring to make the team fully utilised.
- Drive resolution of cases in queues and ensure that there is a seamless and successful transition of cases that extend into the next planned shift including appropriate customer communications so that they understand their case will continue to be supported where appropriate.
- Ensure robust processes for effective handovers between shifts including to and from the core hours teams.

Making People feel appreciated for the work they do.

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- Coach individual team members, using a variety of data sources to optimise their performance.
- Take a proactive approach to motivate the team on a day-to-day basis, e.g. recognising positive milestones throughout the overnight shift, leading stand-ups, huddles and engaging team members to maintain morale
- Support team members to handle customer queries and escalations with the aim of resolving the core issue at first point of contact and provide personalised responses in a way that balances the need of the customer, our people and Zellis.
- Achieve established personal targets to achieve required productivity and quality standards to provide excellent customer service.
- Role model our values and expectations for Technical Support Specialists
- Complete quality assurance feedback for customer interactions and provide structured feedback to team members.
- Periodically engage with the transformation manager in Kochi to attract and recruit new team members that match the work demands and customer expectations for out of hours service delivery.
- Ensure all people-related tasks are completed in line with Zellis procedures and policies

Essential Skills:

- A track record of delivering and over-achieving against SLAs and targets
- A clear, evidenced drive towards building excellence within an omni-channel contact centre environment.
- Able to be self-sufficient and confident in knowledge when dealing with incidents and potentially complex situations.
- Ability to independently lead any major incidents occurring during the overnight shifts – including chairing any bridge calls, securing on-call resources and following the major incident processes
- Resourcefulness and resilience
- Decision-making capability in a high-pressure environment
- Technical Customer Support environment experience – comfortable dealing with IT-related issues and problems
- Experience using one or more real-time case management/ticket management solutions to manage service delivery.
- Flexibility to work in rotational shifts across a 24-hour window (6:30 am to 6.30 am next day) throughout the week, including weekends
- Great communication skills - you will enjoy speaking to people and have experience directly working with customers and colleagues.
- Excellent problem-solving and diagnostic skills: ability to visualise a problem or situation and think abstractly to solve it, often in unfamiliar territory.
- Previous experience of leading shifts essential
- Demonstrate examples of our company values
- Willingness to take on additional tasks as required within the needs of the business.
- Ability to acquire a broad knowledge of Zellis products and processes.

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People Leadership / Team Leadership:

- Team leadership experience in a customer-facing environment
- Previous experience of leading shifts essential
- An experienced team coach, able to motivate and drive team performance, getting the most from the team operating in a remote environment. Responds well to and able to deliver constructive feedback and is able to assess the component parts of great customer handling skills.
- Track record of making positive improvements within your department
- Ability to build relationships with internal and external stakeholders – essential to be able to collaborate with other team managers.

Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc

About Zellis

Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.

Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.

Our purpose is to make people feel appreciated for the work they do – through precision, choice, and magic.

Our history

We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout. More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.

We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.

After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.

Our vision

Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There’s nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs. We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today’s business landscape. At the heart of everything we do

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are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.

We're proud of our culture

At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We're committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.

Our values, which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.



Unstoppable together

We **work together** to achieve amazing results.

We are **inclusive**, celebrating differences and respecting others.



Always learning

We build **expertise** in ourselves and others.

We are **dynamic**, always looking for better ways.



Make it count

We work with **precision** and pace.

We take **ownership** for what we do and how we do it matters.