

JOB TITLE	Distribution Services Manager - Customer Support		
REPORTING TO	General Manager – Customer Support		
DEPARTMENT/SUB DEPARTMENT	Customer Support		
LOCATION	Southend on Sea		
OVERALL PURPOSE			
The Distribution Services Manager – Customer Support is responsible for managing a regional team, providing distribution services to customers using Ipeco products.			
PRINCIPLE ACCOUNTABILITIES			
<ul style="list-style-type: none">• Serve as the primary liaison with customers to understand their distribution service requirements, provide necessary information and plan for the services to be delivered,• Provide technical assistance to customers on distribution and service-related issues,• Address and resolve account queries and complaints, ensuring quick and effective resolution,• Coordinate with Repair and Technical Services Teams to ensure seamless service delivery,• Maintain a strong commitment to customer satisfaction, aiming for excellence in service delivery,• Ensure that the Distribution Services Team is appropriately organized and staffed to enable approved strategies to be achieved,• Ensure that the Distribution Services Team understand the performance expectations and that these are supported by relevant job descriptions, training plans and employee performance appraisal,• Ensure that the Distribution Services Team achieves key performance indicators (KPI's), service level agreements (SLA's) and performance targets, aligning with Ipeco's commitment to rapid responses, effective solutions and continuous improvement,• Ensure that all staff working within the Distribution Services Team are provided with information on performance and future plans, principally through formal briefing processes and reviews,• Ensure that the Distribution Services Team has appropriate systems to enable it to conduct its activities both lawfully and ethically,• Ensure that the Distribution Services Team maintains high standards of corporate citizenship and social responsibility wherever it does business,• Ensure that the General Manager – Customer Support is properly informed about operational matters and that sufficient information is provided to allow them to form appropriate judgements,• Abide by specific internally established control systems and authorities, to lead by personal example and encourage all employees to conduct their activities in accordance with all applicable laws and the Company's Standards, Policies and Procedures.• To carry out any other tasks where reasonable and relevant, when required. <p>This is not an exhaustive list.</p>			
QUALIFICATIONS		ESSENTIAL	DESIRABLE
GCSE English and Maths (or equivalent) at grade C or above		✓	
EXPERIENCE/ SKILLS		ESSENTIAL	DESIRABLE
ERP / SAP experience		✓	
Excellent Microsoft Office suite skills		✓	

CANDIDATE SPECIFICATION



Experience and understanding of customers' requirements	✓	
Experience of working with airlines	✓	
People management skills	✓	
Ability to work independently while collaborating in a team environment	✓	
Ability to work under pressure and to deadlines	✓	
PERSONAL SKILLS	ESSENTIAL	DESIRABLE
Team Player	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills	✓	
Flexibility	✓	
Takes Responsibility for actions	✓	
Learn, Apply and Improve	✓	