

Customer Support Manager

Role Value Proposition:

The Customer Support Manager is responsible for coordinating our Customer Support team, directly reporting to the Head of Operations.

Key Responsibilities:

- ✓ Coordinate Customer Support activities and flows, for life insurance business and pensions business: inbound/outbound call activity and emails activity;
- ✓ Coordinate Customer Support Team members, acting like a true leader, but also providing coaching, helping colleagues to grow and develop;
- ✓ Encourage and develop a proactive and collaborative team environment in order to permanently improve engagement and our KPIs (specific to call centre departments) and SLAs;
- ✓ Lead the update of the current flows or procedures and increase the level of digitalization to provide better customer experience to our clients;
- ✓ Encourage simplification of the processes and creating smooth flows in relation to other departments in order to ensure a good customer experience;
- ✓ Ensure that all CS processes are in line with company policies and regulations (FSA), as well as with our best practices developed in the last years, by our team.
- ✓ Ensure all recommendations/issues identified by FSA, Internal Control or Internal Audit are addressed in due time;
- ✓ This person will be in close contact with our customers, making sure that the level of our service is in line with their expectations.
- ✓ Collaborate with other managers from the Operations team, in order to improve levels of customer service and ensure loyalty;
- ✓ Performing specific actions to ensure a high level of quality of the services provided by the team;
- ✓ Be part of the communication process with customers and partners when it comes to CS Processes, ensure they are efficiently running & search for ways to simplify the communication and automate the processes.

Required Skills

- ✓ Ability to motivate teams and drive results through team effort;
- ✓ Leadership acumen through management of other teams, projects, or involvement in Leadership programs;
- ✓ Good understanding of insurance and pension business and products;
- ✓ Good understanding of ways in which administrative systems and related environments are working and interacting;
- ✓ Lean management and digital skills;
- ✓ Strategic thinking and influential skills;
- ✓ Passion to work with people
- ✓ Excellent communication skills;
- ✓ Attention to details;
- ✓ Proficiency in English.

If you have the skills listed above and you are ready for the next step in your career, Customer Service Team is the right place to be. Apply now and you'll have at hand the opportunity to make the difference in a dynamic environment. Please send your CV to Cosmin.Vlad@metropolitanlife.ro & RO-hr@metropolitanlife.ro by April 10th.

