

## **Team Manager**

**Location: Runcorn**

**Salary: Up to £28,000**

**Hours: 8 am and 8pm and weekends/bank holidays in shifts. It will be working 5 days out of 7 so we need someone who is flexible.**

**Job type: Permanent**

Are you searching for the next best opportunity? Well, now you can bring your search to an end!

How would you like to work for a prestigious and outstanding global organisation; an organisation that provides seamless and intelligent technology to road users around the world emovis? Sounds interesting? Apply today!

Reporting to an Operations Manager you will be managing a team of 15+ charging Service Representatives to provide an effective service for key stakeholders. These include emovis Operations and Road Users.

### **Responsibilities of the Team Manager:**

- Taking ownership for the team's performance and developing plans to deliver service expectations;
- Share experience, knowledge and ideas to support in developing staff within a team and peer groups
- Create a team focused culture who are motivated and inspired to achieve the objectives required
- Communicate the required customer service standards to the team and ensuring that the team works to achieve them
- Monitor and evaluate the standard of service provided to customers, in order to drive improvements in productivity and quality, whilst continually finding ways to improve
- Takes ownership for customer complaints and strive to seek the best resolution and acts as an ambassador for customer care
- Deliver team meetings, coaching and 1:1s for all the team; setting clear, realistic goals, objectives and performance standards
- Ensure that processes and procedures are efficient, effective and are adhered too. Will not accept the 'status quo', whilst identifying new and alternative ways to improve processes and procedures to benefit the key stakeholders

Call Centre Team Manager | Call Centre | Team Manager | Management | Contact Centre | Manager

### **Essential requirements of the Team Manager:**

- Qualified by experience
- People management skills
- Customer service excellence/call centre experience essential
- Analytical, decision making and problem-solving abilities
- Product knowledge desirable
- Influencing, political and sales skills
- Willing to work rotational shift hours
- Flexible attitude to work content and hours

### **About Company**

Emovis is the leading service delivery and technology arm of Abertis in the global markets for all electronic tolling and smart mobility solutions. With over 600 employees across 7 countries, we are committed to helping millions of motorists travel seamlessly along the world's busiest highways.

Emovis is focused on keeping roads moving through all electronic tolling and smart mobility solutions. We design, implement, maintain and operate state-of-the-art road pricing solutions, including:

- All Electronic Tolling (AET)
- Open Road Tolling (ORT)
- Multilane Free-Flow Tolling (MLFF)
- Pay-by-Plate Tolling (also known as Video Tolling)
- Non-Stop Electronic Toll Collection (ETC) lanes
- Road User Charging solutions (also known as Pay As You Drive)
- Nationwide Truck Tolling schemes
- Congestion Charging Schemes

**If you feel like you meet the above criteria for the Team Manager, then please apply now!**