

Polypipe Civils & Green Urbanisation

Customer Experience Manager,

Loughborough

An opportunity has arisen to join our Trading Floor management team and we are seeking to appoint a Customer Experience Manager. This is a brand new and exciting versatile role where the successful candidate will have the opportunity to bring and apply their own techniques and ideas.

Consisting of a Commercial, Sales and Technical team responsible for all quotations, project tracking, design service, order winning and order processing. This is a fast paced environment, and the trading floor teams are often the first point of contact for our customers.

The role will involve working closely with departmental supervisors, managing multiple processes to ensure that we are aligned to our customer needs, delivering on our KPI's and maintaining a first-class level of customer service.

You will be required to oversee the day to day running of the trading floor, undertake regular 1-1's with all supervisors, identify and in conjunction with the L&D department deliver any training needs. Routine tasks include preparing regular reports for the Commercial Manager and senior management, liaison with the heads of other departments and attendance at regular meetings, such as, supply chain and customer service reviews.

To be successful in this role you will need to be proactive, possess exceptional organisational and planning skills, thrive on working under pressure whilst displaying outstanding attention to detail and customer service qualities.

We are interested in hearing from applicants who have proven work experience in delivering exemplary customer service standards ideally within the manufacturing / construction industry and have the



ability to motivate, manage and lead a team of established supervisors. You must be proficient in Microsoft Office applications and ideally educated to degree level or equivalent, although this is not essential.

People are at the forefront of everything we do, we have a unique culture where you can be yourself, contribute your ideas to make continuous improvements and take pride in achieving results to support the overall success of our growing business. We recognise the value of investing in our people through comprehensive training and personal development courses. Along with a competitive rate of pay, a variety of shift options to support a healthy work-life balance our comprehensive benefits package which includes: -

- A save as you earn Sharesave Scheme
- Bonus schemes (role dependant)
- Contributory pension scheme
- Life assurance (linked to pension scheme membership)
- Free flu vouchers
- Free on-site parking
- Access to a variety of high street discounts via our Network Benefits employee benefit
- Cycle to work scheme
- Employee Assistance Programme with 24/7 confidential telephone helpline
- Staff discount on all Genuit Group products

Should you wish to apply for this position please send your CV and covering letter to civils.careers@polypipe.com

