

Job Title: Customer Service Manager

Department: Customer Support and Technical Support

Location: Manchester, UK (Onsite)

About the Role:

As a Customer Service Manager, you'll lead our Customer Service and Technical Support teams to deliver outstanding customer experiences. Reporting to the Global Head of Support, you will act as a key deputy, helping to shape the day-to-day operations and overall strategy for the support function. You'll focus on building a high-performing, customer-centric environment where service quality, satisfaction, and team development are prioritised.

This is a leadership role where strong service management, coaching, and operational skills are key.

Key Responsibilities:

- Lead and develop Customer Service and Technical Support teams, including team leaders and Heads of Line.
- Oversee daily operations to ensure customer queries and technical issues are resolved quickly, professionally, and empathetically.
- Monitor and improve customer satisfaction (CSAT), first contact resolution (FCR), response times, and service quality.
- Act as the final escalation point for complex customer or technical issues, ensuring prompt and clear resolution.
- Identify trends in service and technical queries, working with internal teams to drive improvements.
- Maintain service processes, knowledge base documentation, and ongoing team training.
- Foster a culture of continuous improvement, customer focus, and employee engagement.

Requirements:

- Work onsite in our Manchester office 5 days per week.
- Proven experience managing customer service and technical support teams in a high-volume environment.
- Strong leadership, coaching, and team development skills.
- Solid understanding of service quality metrics and customer experience best practices.
- Calm under pressure, with experience managing escalations and driving service recovery.

Preferred Qualifications:

- Background in managing service/support teams for Contact Centres, SaaS, tech, or service-driven companies.

- Familiarity with customer service platforms (e.g., Zendesk, Freshdesk, Salesforce Service Cloud).
- Experience with service process improvement and customer journey optimisation.

Why Join Us?

At ConnexAI, customer experience is at the heart of everything we do.

You'll lead passionate Customer Service and Technical Support teams, shaping how we support our customers and driving a culture of service excellence in a fast-paced, innovative environment.