



Technical Support Supervisor

Role Description:

- Promote and drive the team to provide internal and external customers with a high level of technical support for Nu-Heat products and services
- Generate repeat business for Nu-Heat’s repeat purchasing customers by ensuring they are supported, developed and provided with the highest levels of technical services
- Develop a highly skilled technical support team
- Drive performance within the team ensuring they have the support and supervision required
- Identify, review and propose solutions to improve team performance and the service provided to customers
- Manage and resolve complaints in line with the complaints handling policy
- Where complaints need to be escalated, investigate and provide a recommendation as to any actions required to resolve
- Ensure team adherence to process and policy

Responsible to: Technical Development Manager

In this role you will be expected to ensure your team deliver exceptional service to both internal and external customers. You will be required to supervise your team ensuring that they have the skills and knowledge to support our customers technically, whilst identifying and implementing improvement measures within the team. You are expected to build a team of acknowledged experts on all Nu-Heat products and their functions as well as having a knowledge of current building industry regulations and legislation.

Key Responsibilities	Activities
<p><i>Supervise the Technical Support Team</i></p>	<ul style="list-style-type: none"> • Coordinate and drive performance throughout the day, ensuring the team are always focused on providing our customers with excellent levels of service • Ensure the team are supported and focused in providing our customers with a right first-time level of service for post installation queries • Continuously action training and development of the team, monitoring and increasing knowledge levels against a standardised benchmark • Support the team in the answering technical calls as required • Be available to the team in answering technical questions should they require support • Ensure the team are able to provide the relevant level of technical support, based on the customer and query type • Collate, review and action feedback from the team which will improve the efficiency of the team and the service we provide to our customers • Liaise with the development team and the rest of the business to ensure any changes to policy or product are fed back to the team • Maintain and develop Technical support policies and processes • Take responsibility for ensuring accurate records are kept by the team • Review the performance of your team through the appraisal process identifying development needs • Provide regular performance feedback to the team
<p><i>Provide internal & external customers with a high level of service</i></p>	<ul style="list-style-type: none"> • Support and develop Nu-Heat’s repeat purchasing customers, providing them with the highest levels of technical services • Ensure all policies and processes the team are following when providing information to customers comply with any relevant regulations and legislation

	<ul style="list-style-type: none"> • Manage and resolve complaints in line with the complaints handling policy, always aiming for a positive outcome for both the customer and the business • Where complaints need to be escalated, investigate the technical cause of the fault and provide a recommendation as to any actions required to resolve • Organise any remedial works as and when required • Ensure team SLA & KPIs are met
Team development	<ul style="list-style-type: none"> • Review and update internal processes and policies ensuring that the team functions in the most efficient way possible, whilst maintaining excellent levels of customer service • Devise and implement solutions to reduce call volumes whilst maintaining an excellent level of customer service • Continuously identify, review and propose solutions to improve team performance and the service provided to customers • Collaborate with peers and team to understand issues, implementing actions to resolve these • Chair meetings with your own team where appropriate, take minutes and ensure actions are achieved • Pass ideas from you or your team where you feel we can improve internal efficiency or our product range through the appropriate channels • Review your performance and identify your development needs through the company's PDR process
Team profitability	<ul style="list-style-type: none"> • Manage the company's product returns and free of charge supply of goods policies and processes, minimising the cost to the business whilst providing an excellent level of service to our customers • Develop revenue through the team by improving part sales through the department and through the webstore

<p>Technical Skill and Knowledge:</p> <ul style="list-style-type: none"> • <i>Excellent levels of customer service</i> • <i>Supervisory experience</i> • <i>Team-focussed attitude with desire to develop, coach and support your people</i> • <i>Ability to manage and prioritise workloads</i> • <i>Experience in understanding and refining business processes</i> • <i>Positive with a 'can do' attitude</i> • <i>Understand the principles of mechanical and electrical services</i> • <i>Understand modern building construction techniques</i> • <i>Logical and systematic approach to problem solving</i> • <i>Able to work confidently with both Microsoft office and CRM systems</i>
