

# JOIN THE ULTRAFAST LANE...

## Customer Support Manager

<b>Business Function:</b>	<b>Service Operations</b>
<b>Reports to:</b>	<b>Operations Director</b>
<b>Location:</b>	<b>Kings Hill</b>
<b>Salary:</b>	<b>Competitive</b>
<b>Terms:</b>	<b>Permanent, Full time</b>

## A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast, full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**  
We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.
- **We're passionate about our people**  
At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on...

## THE ROLE

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Some companies would define the job as leading the team who supports our customers. We think that downplays it a bit.... You'll be one of the key team members of our business. We can offer a unique opportunity to a dynamic individual who can develop and manage the teams that will provide excellent in-life care for our customers and manage our proactive network maintenance programme. Here's what we're looking for...

## THE DAY JOB

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- Lead the Customer Services Team that provides in-life care for our broadband services under the Call Flow brand and Trooli brand
- Manage and develop the system and processes for managing and tracking customer enquiries, complaints and faults through each level of escalation
- Create and develop programmes to implement, manage, and assure customer-centric metrics and SLAs
- Develop high quality customer-facing communications such as standard scripts for the use customer services operatives and 1st-line technical support, email templates, FAQs and answers
- Ownership of staff development and training plans
- Management of team rotas and on-call assistance, assigning resources to answer enquiries from various channels - phone, email and our online live chat.
- Day-to-day management of the team
- Management of team rotas and on-call assistance, and maintenance schedules
- Assign Field Operations resources to maintenance tasks
- Continual development of our assurance process documentation and control
- Management of the Major Incidents including providing on-call Duty Management assistance
- Network incident mitigation planning, in collaboration with the technical services team.
- Management of the Change and Problem Management Process

## WE'D LIKE TO SPEAK TO YOU IF...

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- A confident team leader: able to demonstrate a flair for leading people in a complex and dynamic operating environment.
- Ability to influence and collaborate with internal and external stakeholders.
- Exceptional communication skills. At the core of all customer experience is communication. You must have a demonstrable track record in producing clear, concise and high-quality communications.
- Strong IT literacy and analytical ability to develop process designs, rota planning, schedules of work.
- Resilient mindset with focus on customer satisfaction beyond expectations.
- A collaborative and innovative approach to service delivery and problem solving.
- Role Models Personal Integrity which has proven to inspire and gain commitment from a loyal team.

## WE'LL LOVE YOU IF...

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- You hold a degree
- You have 3 years experience gained within a Management position
- You have 3 years experience in telecommunications
- You have experience in a technical support and assurance environment
- You have broad experience and understanding of performance management
- You are an inspirational mentor

## AND IN RETURN, YOU'LL GET...

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- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

## OUR VALUES

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- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

*If you think you are the person we are looking for, please send your CV to [alicerose.pitchley@trooli.com](mailto:alicerose.pitchley@trooli.com) prior to the closing date*