

## The Digital Property Group Job Vacancy Customer Services Manager



FindaProperty.com

**Reporting to:** Head of Customer Support  
**Hours:** Full time. 9.00am to 5.30pm Monday to Friday  
**Department:** Customer Support

### The Company

The Digital Property Group, part of the Daily Mail General Trust, has been formed to unite four of the industry's leading property websites; Primelocation.com, FindaProperty.com, and FindaNewHome.com. We are also behind the property search channels for the MailOnline.co.uk and Northcliffe regional websites.

We have a combined unique audience of over 4 million monthly visitors and attract interest at all levels of the market – providing an essential element of any estate or letting agent's online marketing mix.

Primelocation.com is highly effective at reaching those older and more affluent house buyers and renters, while FindaProperty.com attracts those toward the beginning of the buying and ownership process, and is highly effective at reaching renters. Our leading portfolio of websites is supported by FindaNewHome.com, which covers the new homes market.

### Role Purpose

You will be responsible for the management of a team of customer service agents. Through monitoring and on the job coaching, you will assist the agents in achieving quality, productivity, and attendance targets. You will work as part of the management team striving to meet all SLA's, targets and objectives through effective staff management. You will provide technical and operational support, where possible, to all agents as well as to other colleagues.

### Responsibilities

- To promote a strong customer service culture by effectively dealing with all customer escalations to resolution
- To provide clear instructions to the agents of the working priorities for the day, their targets, and their previous performance
- To provide coaching to all agents to ensure that quality and productivity performance is optimised
- To ensure that all staff related systems are updated regularly, providing yourself and the department with a true overview of the activity and attendance of your team
- To ensure that all information relevant to the role and company is communicated to your team through regular briefings
- To ensure full compliance with the Data Protection Act 1989 and subsequent amendments
- To contribute to the team of Team Leaders, through open and regular communications and effective performance management
- To assist with Contact Centre agent recruitment as and when necessary
- Proactively report on any instances of potential fraudulent internal and/or external activities to your line manager
- To provide the agents with monthly 1-2-1's and yearly PDR's where performance and development is discussed

# The Digital Property Group

- To minimise customer complaints and escalations by directing the team in providing exceptional customer service and call control
- To report on attendance/quality/sales/productivity/attitude within the team. To communicate any problematic issues to the Duty Manager
- To cover agent duties when staffing shortages occur
- To assist with project work as and when required
- To be a point of contact for first line queries regarding company policy, structural and operational issues. To resolve these issues if within your remit, if not escalate
- To be responsible for your own personal development and highlight any development needs to your line manager
- Perform other duties commensurate with the post

## Skills/Attributes

### Essential

- Able to work on a flexible basis as determined by the business needs
- Team worker
- Customer Focussed
- Results driven
- Integrity
- Ability to work under pressure
- Prior experience in a Customer Service environment
- Planning and Organisation skills
- Leadership skills
- Communication skills
- Motivation Skills

### Desirable

- Proven team management experience within a call centre environment
- Experience of coaching and developing agents (desirable)
- Web Portal experience (desirable)
- Experience within an ACD environment
- Customer retention experience

**We Offer:**  
**Competitive salary**  
**Quarterly Paid Company Bonus up to 10% salary**

Employer Contribution Pension (to be introduced shortly), Private Medical Cover, Life Assurance, Childcare Vouchers, 25 days holiday, Eye Care, Annual Season Rail Tickets, Ride to Work Scheme, Catalogue of training courses, Recommend a Friend recruitment bonus scheme.

### To Apply

Please contact Claire Taylor for more information on 01273 763142, or send your CV to [recruitment@tdpg.com](mailto:recruitment@tdpg.com)