

Visioncall Customer Care Manager

Personal profile

Empathetic

Confident

Organised

Professional

Passionate

Respectful

Proactive

Team Player

Engaging

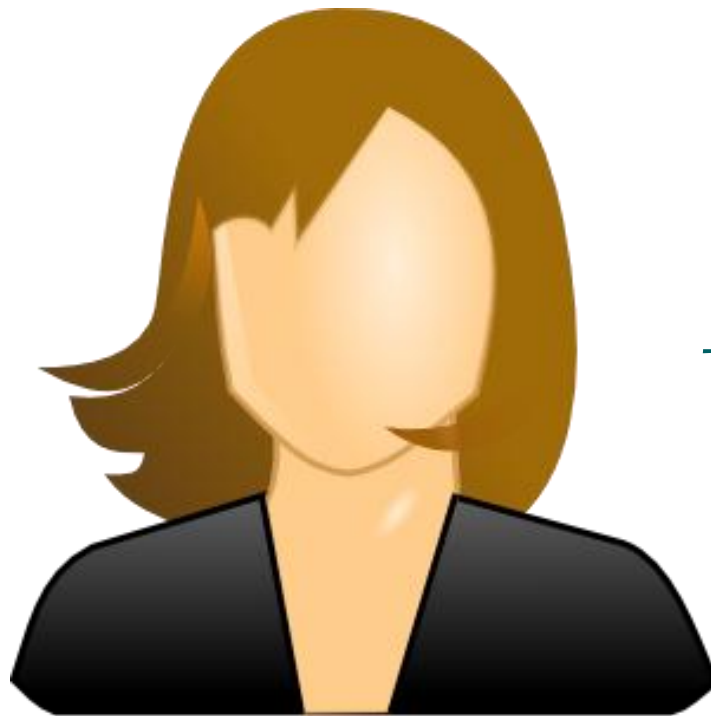
Trusted

Customer-Focused

Uses own initiative

Caring

Patient



Visioncall Customer Care Manager – The Job

To lead, guide and motivate my team, inspiring them to be more whilst upholding the highest levels of customer service and adhering to Visioncall's standard operating procedures. To deliver excellent customer service to both patients and care home customers in line with Visioncall's purpose and values to retain the business...**Be More.**

I work with...

- Directly – Clinical Director/Lead Optometrist & Customer Care Co-ordinators
- Support – Optometrists, Senior Dispenser and Dispensers

I work for...

- Operations Manager

What do I do?

- Oversee scheduling and customer service within my region using a team of Customer Care Co-ordinators.
- Organise and support a team of Dispensers and Optometrists on a daily basis for personnel and business requests.
- Carry out customer care visits to care homes and ensure any requests are dealt with in a timely manner to retain and grow the business.
- Offer help and advice to patients, Care Home Managers and their staff, and family members.
- Carry out home recovery visits if required, to satisfy the Care Home Managers, requests.
- Ensure my branch complies with Visioncall's standard operating procedures at all times.
- Liaise with Central Support to get the best outcome for patients / customers and the business.
- Recruit, induct, train and manage the performance of new members of the team.
- Manage absence, holidays and performance in line with Visioncall's HR Policies and Procedures.
- Hold weekly meetings with the team to update on new initiatives / procedures and performance.
- Keep up-to-date with the key performance indicators and understand my impact on these and understand what is expected of me.

How do I do it?

- I respect and discover individuals to enable greater things.
- I act with integrity and display transparency when communicating with patients, customers and colleagues.
- I look for areas of improvement, big or small, to make sure we are effective.
- I work together with my team to get the best results.
- I strive to go the extra mile.

Employee Name: _____

Employee Signature: _____

Date: _____