



## **Client Services Manager**

**Manchester or Birmingham, England, United Kingdom \* Full time**

Complete IT (CIT) is a fast-growing, premier UK provider of IT support services whose clients range from 10 to 300 users and utilise the best technologies. Our wide range of managed IT services includes bespoke project delivery and we have a growing reputation for the quality and passion of our service built around our clients, combining on-site visits and unlimited helpdesk support to deliver a very different customer experience.

We are looking for a Client Services Manager to manage and coordinate the Complete I.T. service delivery promise by working with the local team.

You will own and manage the calendar booking system, coordinating resources to ensure that they are in the right place at the right time and ensuring that contracted days are planned confirmed and monitored for each of the clients.

You will work with the Helpdesk Manager, Account Manager, Lead Consultant, and Regional Director to ensure the highest levels of service delivery to the client and will visit clients regularly to carry out Service Delivery Review meetings. As part of this you will also call clients regularly to seek feedback on the overall service delivery and will highlight any service delivery issues to the local management team. You will act as a point of escalation for service-related issues.

You will also be responsible for:

- Owning and delivering the Complete I.T. client onboarding experience alongside the team
- Delivering the local marketing plan alongside the central marketing team
- Ensuring that we have signed contracts in place and client records are up to date in our ConnectWise system
- The preparation and distribution of reports to clients, including days usage and helpdesk activity reports

You will also be responsible for arranging team meetings, team socials and managing office facilities including contract management.

### **Requirements**

We are looking for someone who has IT industry awareness and has worked in a service led environment previously. You will have very good knowledge of Office suite and will be highly organised and efficient.

As a person, you will have excellent communication skills and will be friendly, personable and approachable. You will work well under pressure and have the ability to multi-task. Attention to detail and superb administrative skills are very important.

## **Benefits**

*CIT is driven not only by our clients and our fantastic relationships with them, but also our amazing team. We are not just a successful business, we are a family. People matter to us – their opinions, their ideas, their development and most importantly their happiness is valued above all else, as they are the key to our success. With this in mind we try to make sure that the benefits that we offer to our team reflect the high value that we place on them. We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we provide internal and external technical and soft skills training, and support our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.*

**Please check out the privacy notice for candidates on our website - see link below:**  
**<https://www.complete-it.co.uk/privacy-notice/>**