



# Global Head of Customer Services

<b>About Nextbase</b>	<p>Nextbase is a market leader in connected car technology and driving intelligence.</p> <p>Founded in the UK in 1999, we have 25 years' experience of manufacturing in-car devices and protection platforms, and, to this day, our sole focus is on driver wellbeing and safety. Ours is the largest smart Dash Cam brand in the world and we hold leading market share in our active markets.</p> <p>Please learn more about Nextbase at <a href="https://nextbase.com/about-us/">https://nextbase.com/about-us/</a>.</p>
<b>Job Title</b>	<b>Global Head of Customer Services</b>
<b>Location</b>	Caerphilly, Wales with travel to London as required
<b>Reporting Line</b>	CEO
<b>Main Purpose of your Job</b>	<p>We are looking for an organised, detail-oriented individual to join the Global Customer Services team as our Global Head of Customer Services reporting to Executive Management. The Global Head of Customer Services must have a strong focus on delivering an exceptional customer experience at every touchpoint. This role is responsible for driving the vision, building scalable processes and driving cross-functional initiatives that ensure support interactions consistently reflect our customer-first values.</p> <p>The responsibilities of the Global Head of Customer Services will be to review and set strategy, execute and consistently improve how we interact with and support our customers.</p> <p>To be successful in this role you will need to embrace the challenge of constantly gathering and analysing customer feedback and developing systems and processes that supports them globally in terms of support of installation, setup, use and upgrade of Nextbase solutions across our consumer, automotive and business to business customers. You should have a good working knowledge of techniques of communicating with customers and staff, planning and the ability to motivate team members. The Global Head of Customer Services should</p>



## Global Head of Customer Services

	<p>have good decision-making skills with the ability to work on their own initiative. Further, specific experience with best-in-class practices and tools, inclusive of recent AI-powered innovations, to drive best in class service, reduce wait times, enable self-service and drive data from customer interactions to improve Nextbase solutions to drive the industry's leading customer experience is required.</p> <p>This is an exciting and varied role for a motivated and disciplined Global Head of Customer Services. In this role, you'll work with the Customer Ambassador Team Managers to deliver key strategic initiatives which underpin the strategy of the business. You'll work collaboratively with staff and stakeholders to deliver key outcomes.</p>
<b>Main Responsibilities</b>	<ul style="list-style-type: none"><li>• Support the Customer Ambassador Team Managers and the greater team to align with business mission and vision</li><li>• Lead and inspire a global team across UK/North America and other regions</li><li>• Develop and mentor team members in Customer Services on best practices to meet business needs</li><li>• Stay on top of trends and emerging technical tools to maintain a competitive edge</li><li>• Utilize, monitor and modify the CRM system as needed to meet business needs</li><li>• Achieve maximum effectiveness of the team, reducing return rates and associated costs</li><li>• Establish KPIs, track performance metrics and provide regular reports to executive management</li><li>• Guide and direct the recruitment efforts to have the right level of team members</li><li>• Liaise with the Customer Ambassador Team Managers to ensure effective line management and coaching of the Customer Services team as needed</li><li>• Collaborative liaison with teams across the company to support business objectives</li><li>• Effectively communicate weekly and monthly outcomes; creating documents that drive decision-making and measure continuous improvement</li></ul>



## Global Head of Customer Services

	<ul style="list-style-type: none"><li>• Maintain budget for the Customer Service function, control expenses and explain variances</li><li>• Provide reports and analysis of returns data from all sales channels along with managing current and future return and repair partners</li><li>• Establish, monitor, and report on key support metrics (CSAT, NPS, etc..)</li><li>• Own and optimise Customer Experience metrics such as NPS and CSAT by designing structured feedback loops, analysing trends over time, and translating insights into clear actions that improve satisfaction, loyalty and user experience</li><li>• Leverage analytics to drive continuous improvement and inform leadership of trends, risks and opportunities</li><li>• Lead the Voice of the Customer (VoC) program within support, ensuring insights are captured and shared across the organisation</li><li>• Collaborate with Product, Engineering, and CX teams to drive improvements based on customer feedback</li><li>• Conduct micro-surveys to quickly validate assumptions, gather customer sentiment, or assess new features and support initiatives</li><li>• Other duties as required to meet business needs</li></ul>
<b>Skills and experience</b>	<ul style="list-style-type: none"><li>• Degree or certificate in business, technology, a related field or management preferred</li><li>• 10 years+ experience in managing team members in a software-based environment preferred</li><li>• Strong relationship building and interpersonal skills</li><li>• Effective communicator at all levels with the ability to impact and influence</li><li>• Able to demonstrate capability in problem solving, decision making and good judgement</li><li>• Hold team accountable for delivering against goals</li><li>• Ability to think strategically beyond the role of Customer Services and work with other teams</li><li>• Lead and influence change management</li></ul>



## Global Head of Customer Services

	<ul style="list-style-type: none"><li>• Deep understanding of customer experience principles and support metrics</li><li>• Knowledge of our products is desirable</li><li>• Knowledge of best-in-class systems and process and experience in implementing and managing these to drive constant improvement</li><li>• Professional and positive approach – a ‘can do’ attitude, dynamic and self-motivated</li><li>• Ability to cope with pressure, ability to flex and adapt ways of working to suit business</li><li>• Strong interpersonal skills and the ability to work directly with staff and stakeholders</li><li>• Solid organizational skills and ability to prioritize easily with limited supervision</li></ul>
<b>Ways to stand out from the crowd</b>	<ul style="list-style-type: none"><li>• Passion for exceptional customer experience</li><li>• Experience in trouble shooting/repairing consumer electronic products</li><li>• Experience with software, especially AI-powered, to assist in communicating and resolving customer concerns</li><li>• Understanding of coding basics</li><li>• Passion for KPIs and data to understand where improvements can be made to celebrate wins and be the category customer experience leader</li></ul>