

Customer Experience Associate

- Job title:** Customer Experience Associate
- Function:** To proactively work with customers providing first class service. This includes outbound and inbound telephone calls and emails, managing customer accounts and processing orders.
- Lines of Communication:**
- Upwards – Head of Sales Shared Services
 - Laterally – Other Customer Experience Associates, Internal Account Manager, Business Area Manager
- Responsibilities:**
- Upwards – Head of Sales Shared Services
- Hours of work:** 40 hours per week

Duties

1.1 Telephone calls (inbound and outbound)

Knowledge:

Different styles of telephone communication
Documentation of calls
Telephone Account Management
Dealing with customer queries

Skills:

Ability to adopt the most appropriate approach, to maintain a needs-satisfaction approach
Providing timely responses to customer queries
Provide excellent customer experience
Ability to be proactive to maximise sales and revenue
Ability to select appropriate style of language to maintain a positive client relationship
Logging/updating call details and progress

1.2 Emails

Knowledge:

Different styles of email communication
Documentation of emails
Dealing with customer queries
Quotes and Quote Follow Ups

Skills:

Ability to adopt the most appropriate approach to email enquiries.



Providing timely responses to customer queries
Ability to select appropriate style of language

1.3. Order processing

Knowledge:
Use of the order-processing system
Documentation of orders on the Company CRM system

Skills:
Correct use of the order processing IT system and accurate keyboard skills.
Correct documentation of orders on the Company CRM system

1.4 Proficient use of company CRM system

Knowledge:
Use of Company CRM system to record all relevant calls, emails, tasks, opportunities and projects.

Skills:
Excellent use of the Company CRM system to accurately record customer interaction and actions to provide the best customer experience and drive continued growth.

1.5. Sales Order Queries

Knowledge:
Use of Company systems to assist customers with all possible queries including order chases, delivery queries, PODs and returns.

Skills:
Ability to use the various internal company systems and our carrier websites to resolve all customer queries.

1.6 Customer Amendments and Updates (OGL, Sugar, Ctrl Cloud password refreshes)

Knowledge:
Use of Company processes and relevant systems to ensure all customer information and requirements are always correct and up to date.

Skills:
Ability to apply all Company processes and procedures to implement any required changes/updates to Customer information/products/pricing.
Ability to use all Company software including ERP, CRM and Office 365.

KPI's

- On Time Task Completion to be 90%
- Complete 20 Tasks per day
- Take 30% of all calls into the central customer services line



- All tasks carried out are documented in the Company CRM that measures both On Time Task Completion and On Time Case Completion.

ROLE PROFILE

Key responsibilities and approximate time split:
The key responsibilities for the role are included here and grouped under the following three headings to give a feel for the emphasis and percentage split of the job:

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|---|-----|
| <ul style="list-style-type: none"> • Responding to customer enquiries and requests that come from both the phone and by email. | 70% |
| <ul style="list-style-type: none"> • Support for the Inside Sales team and working with Customer Support teams to aid the development of business opportunities. | 25% |
| <ul style="list-style-type: none"> • Time spent working on the development of Towers internal projects. | 5% |

Personal Attributes:

Business Focus

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|-------------------------|--|
| Team Results | Sets clear and challenging objectives, inspiring and encouraging high performance in teams and individuals. Reviews progress achieved, publicly and privately recognising achievement. |
| Personal Results | Sets oneself clear and challenging objectives in line with the company goals and individual KPI's and strives to achieve results. |

People Focus

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|---------------------------------------|---|
| Communication- Verbal/ Written | Conveys accurate information effectively, using appropriate methods to reflect the needs of the audience and ensure understanding. |
| Managing Relationships | Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations. |



Personal Focus

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|------------------------------|---|
| Personal Organisation | Efficient in one’s use of time and works in a well-structured way. |
| Self-Development | Takes responsibility for personal improvement, learning from experience and new situations. |

Change Focus

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|---------------------|---|
| Adaptability | Responds positively to changing a business circumstances readily adapts behaviour to maintain effective performance |
|---------------------|---|

Analytical Focus

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| Information Gathering | Seeks the full range of relevant and accurate information in a methodical way. |
| Analysis and Judgement | Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis. |

Quality Focus

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|--------------------------|---|
| Thoroughness | Is accurate, pays attention to detail and ensures tasks are completed on time. |
| Quality Conscious | Consistently works to a high standard and looks for ways to improve current working practises and processes |
| Initiative | Takes appropriate action before being asked and actively finds solutions to problems. |
| Integrity | Shows support for Group Values – particularly demonstrating the highest levels of honesty and integrity |

Skills required to undertake the role:

- **Manpower** - Is efficient in the use of one’s time and can sort tasks accordingly so that all the customers receive a similar high level of service.
- **Methods** - Use common methods of implementation for new contracts and work with current clients to bring them into a more streamline ‘Towerised’ way of working.
- **Materials** - Ensure that all the correct materials are in place at the right time so that contracts working efficiently and effectively.
- **Money** - Ensure that all monetary decisions within your role are made with the good of the company in mind and are aimed towards making maximum profit.
- **Minutes** - Organising and prioritising tasks: daily, weekly, monthly, periodically, as needed.



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- Machinery - Ensure that you treat your workplace machinery with utmost respect and keep it in good working order at all times.

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