
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 – Customer Services Team Leader
 - Laterally – Other Customer Experience Associates, Order Processors, Projects Coordinator, Internal Account Managers, Business Area Managers
- Responsibilities:**
- Upwards – Customer Services Team Leader
- 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, logos, kitted codes, quotes)

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.

1.7 Back Orders

Knowledge:

Use of the company's systems (QlikSense and OGL) to review customers orders and back orders to provide the customers with regular updates and work with our Purchasing team to ensure goods arrive in a timely manner.

Skills:

Ability to utilise company's systems to pull the data required and interrogate the data to provide the customer with meaningful commentary.

Ability to work with colleagues to gain insightful and correct information on deliveries due into the business.

KPI's

- On Time Task Completion to be 90%
- Complete 20 Tasks per day
- Complete 25 outbound calls per week
- Take 15% 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. | 50% |
| <ul style="list-style-type: none"> Sales Order Processing. | 20% |
| <ul style="list-style-type: none"> Outbound calls to Bronze and Silver customers. | 20% |
| <ul style="list-style-type: none"> ack Order Management | 10% |

Personal Attributes:

Business Focus

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| Personal Results | Sets oneself clear and challenging objectives in line with the company goals and individual KPI's and strives to achieve results. |
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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. |
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| Managing Relationships | Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations. |
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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 |
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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.
- **Machinery** - Ensure that you treat your workplace machinery with utmost respect and keep it in good working order at all times.