**ROLE PROFILE**

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| **Role Title** | **Sales & Services Executive** | **Location** | **Bristol** |
| **Business Unit** | **Matthew Clark** | **Job Family** | **Customer Services** |
| **Reports to** | **Team Manager** | **Sub Family** | **Bristol Contact Centre** |

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| **Purpose** |
| * To efficiently and effectively record and resolve queries
* To deal with all levels of customers including high profile, high value or specialist accounts
* To provide an informed, professional and appropriate response to internal and external enquires
* To present a positive image of the deprtament and the organisation
* To maximise individual and collective sales through effective efficient handling of all types of order capture
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| **CORE ACCOUNTABILITIES** |
| * Accurately and efficiently complete all system-based transactions required to support the workload of the department and in line with Business requirements
* Adherence to departmental and Standing Operating Procedures to ensure efficient handling of all types of accounts
* To process orders received via multi channel contact
* Apply logical approach to customer issues to facilitate appropriate resolutions
* Achievement of KPI/PI targets
* Aim to complete all tasks in line with Business Service Standards
* To handle all customer interactions to the standards within our Quality Assessment criteria
* To own and effectively deliver against team and individual workloads and timescales
* Awareness of team workload and proactive in escalating issues as appropriate
* Resolve queries in the best interest of both the customer and the Company
* To carry out any reporting requirements as necessary
* Consistent demonstration of positive, role model behaviour
* To proactively seek to improve personal performance through training programmes, coaching sessions and other development opportunities
* Ability to communicate effectively & professionally
* Demonstrate flexibility by assisting and supporting other areas of the department and business as and when required – including Inbound and outbound customer order capture
* Collaborate with all other areas of the business
* Carry out any other reasonable duties as requested by management
* Present a positive image of the company and its employees and departments.
* Demonstrate our company values of Joy, Respect and quality
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| **CONTACTS & KEY RELATIONSHIPS** |
| * Customers
* Contact Centre
* Sales Teams
* Depots
* Customer Data Department
* Finace & Credit Control Department
* Marketing Department
* Product Data Department
* IT/Systems
* eCommerce team
* EDI Support
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| **KNOWLEDGE/ EXPERIENCE/ SKILLS** |
| **Essential** * Demonstrable customer facing experience
* Excellent accuracy and attention to detail
* Strong communication skills
* Customer focused
* PC literate

**Preferred** * Prior sales and Customer Service experience
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|  **PROFESSIONAL QUALIFICATIONS & EDUCATION** |
| English and Mathematics at GCSE (or equivalent) preferred. |
| **ROLE DIMENSIONS** |
| No. of Direct Reports | N/A | Financial Impact (Direct) | N/A |
| Total Team Size | 60-80 | Financial Impact (Indirect) | N/A |
| No of Locations | 1 | Other/ People Manager (yes/ no) | N |