**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 | | | |
| **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 | | | |
| **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 | | | |
| **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 | | | |
| **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 |