

Role and responsibilities

Identity

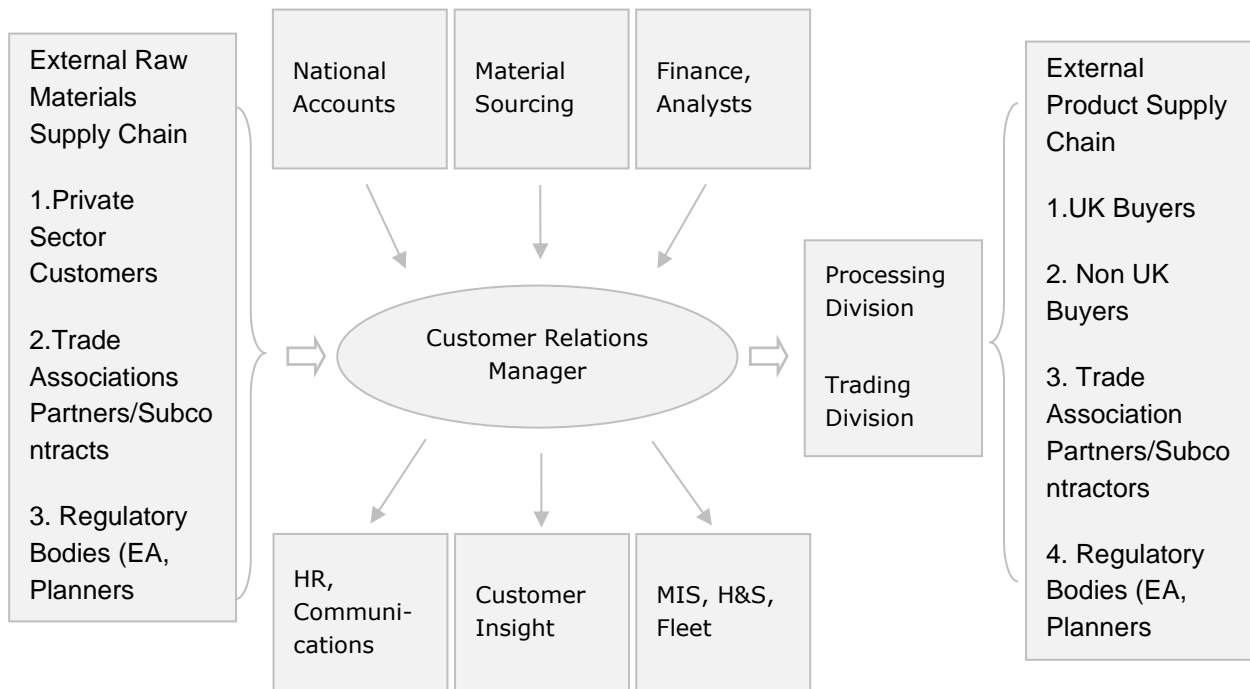
Position title	Customer Relations Manager
Date	December 2015
Line Manager title	Regional Business Support Manager
Grade	9

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To manage customer portfolio to ensure maximum retention, organic growth and net margin improvement.
Within	The limits of authorisation laid down by the company Policies and Procedures
According to	The targets set out by Regional Business Owner (reflecting SUEZ's overall strategic objectives)

Key stakeholder interaction network



Ideal candidate experience

Background / Experience – minimum of 2 years experience in customer service role in high volume – low margin service industry, operated in a continuous improvement environment. Field Sales experience (desirable but not essential)

Business understanding – strong financial/margin skill with track record of improving customer margins and implementing strategic price increases

Compliance – understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment.

Customers (external and internal) – experience of managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profit levels.

People – open communication skills, experience of building successful customer relationships

Area one - People/Leadership

Details		Delivery measure
<ul style="list-style-type: none"> To operate an open and inclusive communication style that builds environment of TRUST; To develop the capability through formal training and coaching of staff to ensure that they have the appropriate skills for their current and future roles including contingency cover; To ensure that the performance of staff is effectively managed ensuring underperformance is addressed (up to point of dismissal) and excellence is recognised; To realise maximum potential of staff through effective use of PDD process 		<p>PDD Completion</p> <p>Year on Year U Say Engagement Score</p>
In order to	maximise employee engagement to deliver excellent customer service enhancing profit.	

Area two - Customer Relationship (Retention)

Details		Delivery measure
<ul style="list-style-type: none"> To develop and utilise customer contact matrix to ensure all customers have the appropriate frequency and level of communication to deepen relationship; To pro-actively gather information on customer base to understand their business needs and significant changes in their trade patterns; To pro-actively manage customer queries to ensure they are resolved in a timely fashion to create a positive customer experience, and root cause analysis performed to ensure processes and behaviours are in line; To promote an environment / experience with customer that is transparent to ensure creation of TRUST – “that we will do what we say”. Take ownership of customer data integrity programme ensuring it is accurate and current; To ensure that all client specific SLA’s and customer reporting requirements are adhered to ; 		<p>Branch Customer Portfolio Attrition %</p> <p>Average Number of Days to Query Resolution (overall and specific to client)</p> <p>Number of Stops due to DOC.</p>

<ul style="list-style-type: none"> To pro-actively manage the “at risk process” within the branch and ensure customers that fall under this category are repatriated. 	
In order to	provide the optimum customer experience and retain our customer portfolio

Area three - New Business Development (Organic Growth)

Details	Delivery measure
<ul style="list-style-type: none"> To pro-actively identify existing customers that have requirements for additional services or recycling conversions and realise opportunity; To systematically contact and organise waste audits to assist clients to make informed choices on their waste management ; To manage the “new business process” to ensure a smooth implementation of customer, liaising with all stakeholders to ensure customer experience is positive; To pro-actively sell new services to existing clients; To represent company/region at tender/client presentations. 	% Growth on existing customer portfolio – Year on Year
In order to	achieve or exceed your organic growth targets and fully engage customers in our services

Area four - P&L Optimisation (Margin Integrity)

Details	Delivery measure
<ul style="list-style-type: none"> To systematically review customer portfolio for overall profitability and identify any service streams/ lifts generating less than standard margins or are loss making; To investigate low margin activity and create structured pricing regime to bring margins into line with company expectations and eradicate loss making lifts; Working with Customer Insight teams create and implement a structured conversion programme to enable net margin 	<p>Increase in Net Revenue Margin of Existing Customer Base</p> <p>Number of On Stop Per Qtr on Qtr reductions</p>

<p>increase on recycling, and customer re-engineering to facilitate concentration of specific waste streams;</p> <ul style="list-style-type: none"> • To pro-actively manage the credit note process, ensuring only genuine credits are raised for service failures. • To manage the standardised pricing conversion – ensuring customers are transferred onto standardised structures over agreed period of time; • To create and manage the annual inflation related price increase; • To pro-actively manage the ON STOP/ QUERY process ensuring all customer payments are received in line with their agreed payment terms. • 	
In order to	achieve or exceed margin KPI's, maintaining margin integrity

Area five - Compliance

Details	Delivery measure
<ul style="list-style-type: none"> • To promote and support a culture within the region that focuses on business efficiency and compliance with statutory regulations, company policies and objectives – paying particular attention to “Safety in Mind” programme • To liaise with the customer and resolve any Health and Safety issues identified at the collection point or with the containers supplied. 	Accident Severity Rate within Regional Target
In order to	operate in a compliant and safe manner protecting our staff, our stakeholder, the environment and our reputation

Area six - Over and Above

Details	Delivery measure
<ul style="list-style-type: none"> • To actively promote and engage with O&A initiatives, relating staff activities to the customer experience and actively coaching / discussing thereof • To actively review Red Flag incidents and working with colleagues take corrective actions in staff performance and/or process amendments to ensure no repetition of incident. 	Branch O&A Promise Score
In order to	

Area seven - Regional Strategy Formulation & Implementation

Details	Delivery measure
<ul style="list-style-type: none"> To work with Regional Business Owner to create and implement a rolling 5 year Regional I&C Business Growth Strategy with site specific plans for delivery. 	Completion of Plan
In order to	have a clear plan for the development and growth of the business

Area eight - Market Intelligence and Networking

Details	Delivery measure
<ul style="list-style-type: none"> To evaluate and feedback to Regional Business Owner changes to requirements of customers, identifying trends and potential new opportunities in the market; To evaluate and feedback to Regional Business Owner commercial approaches from competitors to our existing customers – within senior regional team create defensive / offensive strategies to counter and capitalise on opportunities. 	Annual Increase in Market Share based on CI calculations.
In order to	maintain and grow market share for business by understanding market trends and likely evolution patterns

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.