Role and responsibilities

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| Identity |

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| **Position title** | Customer Relations Executive |
| **Date** | November 2017 |
| **Line Manager title** | Customer Relations Manager |
| **Grade** | 11 |

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| Purpose |

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

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| **Why** | To manage a defined branch / regional customer portfolio to ensure maximum account retention and avoid lost business in line with Branch Budget expectations. Recognising and act upon upselling opportunities within the regional portfolio.To increase the SUEZ R&R profile within the regional market place and heighten brand awareness. |
| **Within** | The limits of authorisation laid down by the company Policies and Procedures. |
| **According to** | The targets set out by the General Manager, (reflecting SUEZ R&R’s overall strategic objectives). |

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| Key stakeholder interaction network |

 National Accounts

Material Sourcing

Finance, Analysts

Human Resources, Communications

Customer Insights

MIS, H&S, Fleet

External Product Supply Chain

1.UK Buyers

2. Non UK Buyers

3. Trade Association Partners/Subcontractors

4. Regulatory Bodies (EA, Planners

External Raw Materials Supply Chain

1.Private Sector Customers

2.Trade Associations Partners/Subcontracts

3. Regulatory Bodies (EA, Planners

I&C Division

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| Ideal candidate experience |

**Background / Experience** – In a customer service role in a high volume-low margin service industry, operated in a continuous improvement environment or has study knowledge of continuous improvement methods. Field Sales Experience or account management experience desirable but not essential.

**Business understanding –** strong financial and commercial understanding with a proven track record in customer retention / objection handling / account development / fostering commercial relationships with both internal and external customers and suppliers alike, a track record of improving customer margins whilst working within the confines of a contract or framework agreement.

**Compliance** – understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment, delivering excellent customer service.

**Customers (external and internal)** – experience of managing service levels, The ability to create a positive customer experience whilst managing expectations, ensuring customer loyalty and managing profit levels by fostering commercial relationships.

**People –** open communication skills, experience of building successful customer relationships. Able to communicate and negotiate both up and down.

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| Area one – Customer Relationship (Retention) |

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| **Details** | **Delivery measure** |
| * Build effective working relationships with existing key / strategic branch / regional customers that sit outside of the CRM managed portfolio.
* To promote an environment / experience with customers that is transparent in order to ensure creation of trust – “that we will do what we say we will”.
* To proactively manage the “customer at risk” process relating to the branch customer portfolio – ensuring timely resolution, and retention.
* To maintain branch / regional churn at or below budget expectation, ensuring the cost of retention is calculated and measured on a contract by contract basis.
* Ensure contract / customer profit margin is in line with regional and budget expectations; undertake re-negotiations with client and internal stakeholders if operations / client behaviour is required to ensure maximum benefit / profitability.
* Ensure there is room within contractual obligations / negotiations to create value and add on’s to maximise the volume of the sale – utilising Circular Solutions to increase customer dependency / revenue generation.
* Maintain regular and constructive communication with line manager (CRM), colleagues, applicable operational department(s) and external contacts / suppliers, principally customers.
* Promote the services provided by Suez-recycling & recovery UK’s in the applicable area. Pro-actively identifying existing customers who have requirements for additional services.
* To defend Suez R&R’s policies and retain all unmanaged customers under attack from our competitors at the specific or nominated location.
* Achievement of the individual’s retention targets across the applicable period both in terms of business saved and sales activity for alternative services.
* Maintain an accurate and up to date record of Suez R&R’s business within the employee’s area of responsibility and understand the nature of any value added opportunity that may be served.
* Regular communication functional departments that may impact on customer relations i.e. Credit Control / Sales Admin.
* Produce weekly retention and any sales reports and ensure all sales opportunities are recorded in Salesforce.
* Monitor external competition within the area and feedback to location management and to the Customer Relations Manager the nature of all competitor activity, both from the perspective of attack and at large.
* Contribute towards and adhere to any existing retention procedures or methods via the respective Regional Business Manager / Customer Relations Manager.
* Ensure financial policies and procedures are implemented correctly, and adhered to.
* Keep up to date with current costs and prices required for collection services.
 | Retention rate at Branch.Branch churn rate vs budget |

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| In order to; | Ensure customers of Suez Recycling & Recovery UK remain and we are the service provider of choice. |

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| **Area two:- Administration** |

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| **Details** | **Delivery measure** |
| Ensure all details of the customer from initial contact right through to point of retention / sale are recorded in Salesforce.To ensure all contract documentation is completed and returned accurately and completely, within timelines– contract / direct debit / route risk assessment.To promote the environment of right first time to give the customer the best possible customer experience.To engage in customer feedback to ensure service offerings are in line with customer’s expectations.Working with Key Stakeholders to create offerings that will ensure contract longevity. | Through customer welcome call.Through PR process. |

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| In order to; | provide the optimum customer experience and retain our customer portfolio |

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| Area Three - Compliance |

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| **Details** | **Delivery measure** |
| * Work within Company Policies and Procedures.
* To self-assess work produced in order to ensure quality standards are fulfilled.
* To promote and support a culture within the region that focuses on customer service standards and quality, business efficiency and compliance with statutory regulations, company policies and objectives.
* Adopting a Safety In Mind culture in order to ensure that every job can be done safely
 | Accident/severity rate.Regional Target. |
| In order to | Operate in a compliant and safe manner, protecting our staff, our stakeholder, the environment and reputation. |

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.

To drive carefully and look after your company vehicle at all times – ensuring it is cleaned weekly and maintained to manufacturers required specification

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.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_