

Role and responsibilities

Identity

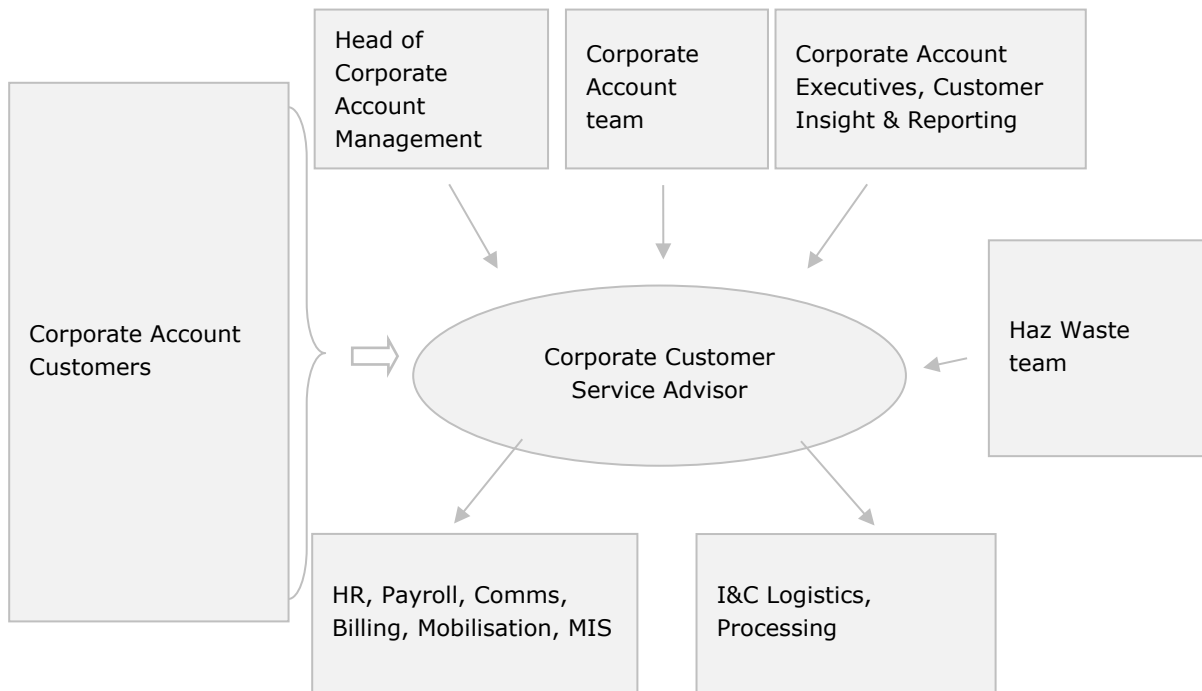
Position title	Corporate Customer Service Advisor
Date	June 2016
Line Manager title	Corporate Account Support Manager
Grade	13

Purpose

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

Why	<p>To be the first and main point of contact for all corporate customer enquiries. Deliver first time resolutions where possible and collaborate with other internal departments to obtain appropriate resolutions for customers via multiple communications types</p> <p>To form effective relationships with internal stakeholders so that customer issues can be resolved</p> <p>Provide an 'Over & Above' customer service (we get to know you, we go the extra mile, we keep in touch)</p>
Within	The limits of authorisation laid down by the company Policies and Procedures
According to	The targets set out by the Head of Corporate Account Management (reflecting SUEZ's overall strategic objectives)

Key stakeholder interaction network



Ideal candidate experience

Background/Experience: Minimum of 1 year experience in a customer services/call centre environment. A people person who can demonstrate passion and drive within a small team. Always putting the customer's needs at the heart of everything you do. Taking full ownership of enquiries

Problem solving, open questions, excellent listening and rapport building will aid you in providing a first time resolution to our customers

Proficient in the use of Microsoft Office, including Word and Excel

Previous experience: Knowledge of UK waste and resource industry would be ideal but not essential

Compliance: Understands the need to operate in a compliant manner

Customers (Internal & External): Experience of managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profits

Works well as part of a team but can also work on their own using their own initiative

Misc: Due to location of office and occasional travel to support customer meetings, a Full UK Driving licence is required

Area one - Customer (external)

Details	Delivery measure
<ul style="list-style-type: none"> To be the main contact for all corporate account customers inbound enquiries, via e-mail, post or fax . Maintaining a high level of service excellence at all times, ensuring the customer is central to everything you do To ensure all inbound telephone calls are answered within agreed service level agreements, making sure abandoned call rates are low and in line with company objectives Provide a first escalation point for all corporate account customers. Ensure decisions based on customer satisfaction, resolving customer enquiries quickly and efficiently To ensure that corporate customers receive an Over & Above level of service Promote a culture of right first time to give the customer the best possible customer experience To collaborate with internal stakeholders to continually improve our offering to the customer To work closely with wider Account Management team to ensure that Sub Contracted or Ad Hoc jobs are been managed efficiently 	Circular Solutions Metrics, Over & Above and KPI's
In order to	meet customer desires

Area two - Administration

Details	Delivery measure
<ul style="list-style-type: none"> Log inbound/outbound calls onto the call handling system and provide customers with call reference numbers where appropriate. Direct these calls to the relevant departments if required Manage the CRM system. Ensure incidents are correctly associated, categorised and assigned in a timely manner working to strict SLA's To fully utilise and continually develop the customer database. Provide suggestions for improvement to the team manager Ensure work is of the highest standards of accuracy and quality standards are fulfilled 	KPI's

<ul style="list-style-type: none"> Undertake and complete other tasks as directed by their line manager 	
In order to	ensure the accuracy and timeliness of information and data

Area three - Customer (Internal)

Details	Delivery measure
<ul style="list-style-type: none"> To follow-up on service delivery/customer service performance issues with internal stakeholders for a quick resolution To build effective relationships with the operations team and the wider business. Ensuring a customer centric ethos Manage all communications from customers (internal and external) in a timely manner and within agreed SLA's to ensure customer expectations are met Provide support to the business, recommend best practice for system use and develop processes to ensure high quality resolutions are provided to customers 	Over & Above
In order to	Build stable relationships with other stakeholders within the business

Area four - Legislative Compliance

Details	Delivery measure
<ul style="list-style-type: none"> To ensure that the company is providing a compliant service and that all documentation is kept up to date To support communication of how new legislation will impact customers (in collaboration with the environmental, communications and account management teams) 	Customer KPIs and Over & Above
In order to	protect our customers, our employees, the environment and the company reputation

Area five - Best Practice Implementation

Details		Delivery measure
<ul style="list-style-type: none">To input into a culture of continuous improvement within the Corporate Customer Service teamInput into the design of high quality customer reports and help develop an improved customer portal		Over & Above
In order to	optimise operational/departmental performance and efficiency	

Please note

- 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.
- 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.