

Role and responsibilities

Identity

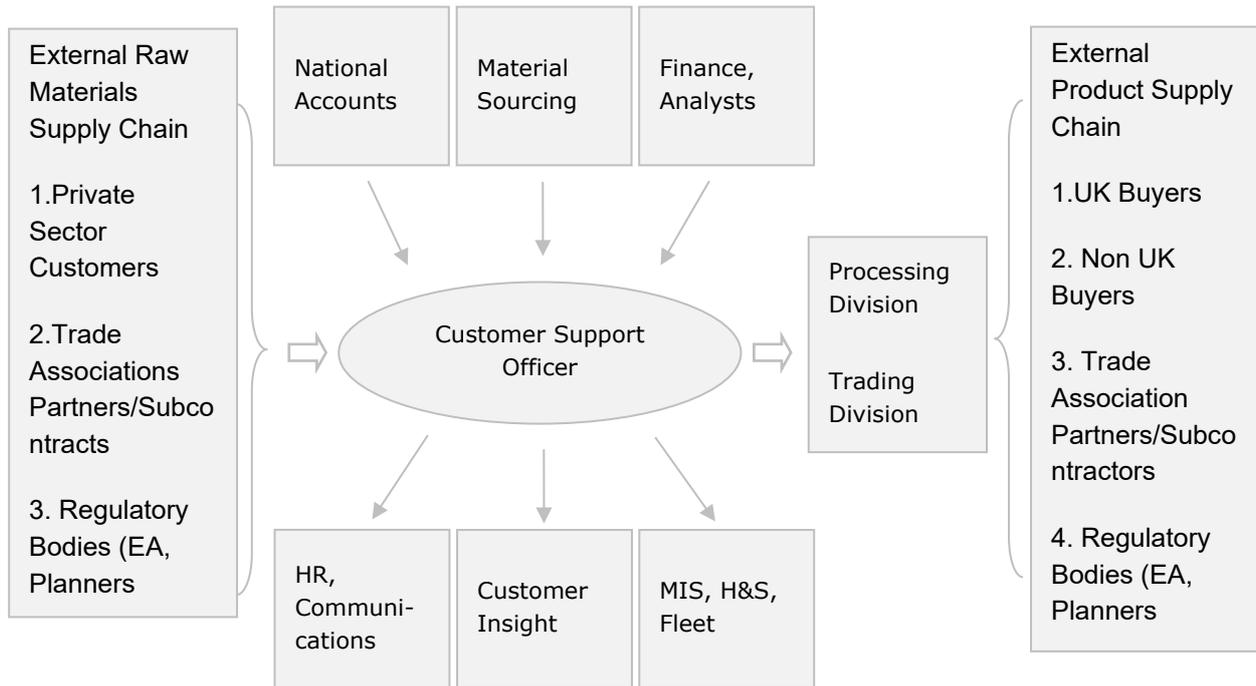
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|---------------------------|---------------------------------------|
| Position title | Customer Support Officer |
| Date | December 2015 |
| Line Manager title | Regional / Customer Relations Manager |
| Grade | 13 |

Purpose

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

| | |
|---------------------|--|
| Why | To provide a comprehensive customer service function to the Region's customers, acting as first point of contact on all queries and service requests. To provide a comprehensive administrative service to the Region's business units. |
| Within | The limits of authorisation laid down by the company Policies and Procedures |
| According to | The targets set out by Customer Relations Manager (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. Administrative experience (desirable but not essential).

Specific Knowledge – good working knowledge of waste management industry desirable but not essential
Computer skills (MS, Excel, Word).

Business understanding – good financial/margin skill with track record of solving customer queries within tight timeframes, and upselling to existing customers.

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

| Details | Delivery measure |
|--|--|
| <ul style="list-style-type: none"> To operate an open and inclusive communication style that builds environment of TRUST; To foster positive working relationships with Branches within Region | |
| In order to | maximise employee engagement to deliver excellent customer service enhancing profit. |

Area two - Customer Relationship

| Details | Delivery measure |
|---|--|
| <ul style="list-style-type: none"> To assist in the administration of 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 line with agreed Service Level Agreements 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 pro-actively administer the DOC process ensuring SUEZ and client adhere to regulations; To produce on timely basis internal and external customer reports for Customer Relations Manager to review and distribute ; To pro-actively administer the “at risk process” within the branch and ensure customers that fall under this category are repatriated. | <p>Region’s 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> |
| 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 assist in the management the “new business process” to ensure a smooth implementation of customer, ensuring new contract data is complete and entered accurately on the Operating System including, but not exclusive to, services, rates, contract details; special collection instructions, start dates ; To ensure that instructions for new container delivery are complete and entered accurately on the Operating System; To action within agreed framework existing customer requests for contract amendments ensuring changes are entered accurately on Operating System and all relevant stakeholders are informed to ensure customer experience of “easy to do business with” is achieved; To escalate to Customer Relations Manager all existing customer requests for contract amendments that fall outside agreed framework; To pro-actively sell new services to existing clients in targeted authorised campaigns; | | % Growth on existing customer portfolio – Yr on Yr |
| In order to | achieve or exceed organic growth targets and fully engage customers in our services | |

Area four - P&L Optimisation (Margin & Cost Integrity)

| Details | | Delivery measure |
|--|--|---|
| <ul style="list-style-type: none"> To pro-actively ensure that all data is recorded accurately on SUEZ IT systems and databases to maintain accuracy and completeness of information stored on information systems and eliminate erroneous costs due to poor information; To pro-actively administer the credit note process, ensuring only genuine credits are raised for service failures. To administer the annual inflation related price increase; | | Number of On Stop Per Qtr on Qtr reductions |

| | |
|--|--|
| <ul style="list-style-type: none"> To pro-actively administer the ON STOP/ QUERY process ensuring all customer payments are received in line with their agreed payment terms. To administer the sales commission process for Regional Sales Team ensuring accuracy of data; new business reports and integrity of claims and payment; To administer the payroll submissions ensuring accuracy of data entry and timely submissions; To administer the purchase order system ensuring integrity, accuracy and timeliness of order submissions | % of customer data completed on Operating System |
| 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. | <p>Accident Severity Rate</p> <p>Within Regional Target</p> |
| 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 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. | Regions O&A Promise Score |
| In order to | maximise positive customer experience and enhance profitability. |

Area seven

| 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 | | 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

- 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.