

POSITION: CLIENT RELATIONSHIP EXECUTIVE
DEPARTMENT: CRG

DATE: 29/09/2021
VERSION NUMBER: 1

JOB DESCRIPTION

SUMMARY OF ROLE

The Client Relationship Executive will be responsible for providing a full customer service for a number of allocated accounts, ensuring the customers' instructions are always followed accurately, and to provide support to the Account Managers in managing, building and maintaining client relationships.

PRINCIPAL RESPONSIBILITIES

- Ensure excellent communications with customers, team members and all internal departments to ensure jobs are processed correctly and efficiently.
- Following customer instructions to raise accurate electronic job instruction sheets and log consignments on to the CRM system.
- Day to day contact with clients regarding their mailings
- Raise credit and charge notes where applicable
- Investigate and log all delivery complaints and escalate where appropriate
- Arrange 3rd party collections as requested
- Arrange collection and deliveries as requested
- Liaising with all departments to ensure the smooth workflow of jobs through the business
- Ensure the despatch of returns to customers on a regular basis

KNOWLEDGE AND EXPERIENCE

- Customer service experience
- Working in a deadline-led environment
- Reading and assimilating written instructions accurately



PERSONAL ATTRIBUTES

- Calm under pressure
- Extremely organised with excellent time management
- Able to build working relations
- Supportive “team player” ethic
- Confidential and Proactive manner

KEY SKILLS

- Attention to detail/meticulous
- Excellent verbal comprehension and written communication skills
- Good administrative and IT skills
- Ability to work to deadlines with accuracy
- Able to multitask
- Team player

QUALIFICATIONS

- Good Secondary/High School education including core skills of Grade C/equivalent in Math and English
- Excel/Work/Outlook intermediate level

LOCATION

This position is located at our Head Office in Hatfield, Hertfordshire, reporting to the CRG Team Leader.

HOURS OF WORK

08:00 to 16:30 hrs, or 09:00 to 17:30, Monday to Friday, with 1 hour for lunch. Hours may vary according to workload.

APPLICATIONS

Please send CVs to infohr@airbusiness.com.

It is the company's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.