

**Campden BRI (Chipping Campden) Limited**

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**Campden BRI (Nutfield)**

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## Job Profile

### Enquiry Co-Ordinator Enquiry Handling

For enquiries concerning this job, please contact:

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Campden BRI provides scientific, technical, and legislative support to the food, drinks and allied industries worldwide. The practical application of technical excellence lies at the heart of all that we do and is supported by our industry-leading facilities, expertise and knowledge.

From analysis and testing and operational support to knowledge management, all our activities are built on an extensive programme of research and innovation steered by industry to ensure maximum commercial relevance.

We provide services to companies all along the supply chain, but offer discounts, access to expert advice and other benefits for those that come into membership. Many of our clients are major blue chip companies and household names.

### **Locations**

The Campden BRI Group operates from three sites in the UK and a fourth in Hungary. The role as advertised will be based at the Chipping Campden site but could require from time to time travel to other Group sites.

The site in Chipping Campden employs 300 full or part-time staff. A further 50 staff are employed at the site at Nutfield, Surrey and 20 staff are employed at our site in Budapest, Hungary. We also have a Consumer Test Centre in Leamington Spa.

### **Department:**

### **Enquiry Handling**

#### **Job Purpose**

The role will be to form part of the new Enquiry Handling Team who will receive and manage enquiries from clients mainly by phone & email. The Enquiry Co-Ordinator will have ownership of the enquiry from initial receipt, logging the enquiry onto CRM, passing the enquiry to a technical expert, following up progress internally with the technical expert, updating CRM to include closing the enquiry with the client to ensure that the matter has been resolved to a satisfactory manner.

The job holder will aim to provide the highest level of client service with a sales-minded attitude while ensuring an excellent client experience, whilst continuously developing and improving our positioning as a 'Partner of Choice'.

### **Duties and responsibilities:**

- Ownership of enquiries from start to finish. Logging of client enquiries onto CRM. Liaise internally and externally to ensure that adequate and appropriate responses are provided to clients within a timely manner, to their satisfaction and to the satisfaction of the business ensuring a first-class client experience at every interaction
- Provide support to all relevant departments in support of the business processes
- Management of complaints from initial inception through to closure
- Working within ISO and GDPR standards to maintain records and proficiencies accordingly
- Ad hoc duties as & when required to support the business objectives

### **Qualifications and competencies**

- Degree in relevant, related food science/technology subject or equivalent professional experience
- Experience of working within science, technology or professional services in a multi-channel client service / experience role

- Ability to communicate internally & externally at all levels
- Ability to assess, question and understand client's needs to fulfil their requirements
- Ability to manage time & prioritise work to achieve goals
- Ability to work on own initiative and within a team
- Self-motivated to achieve departmental KPI targets
- Commercial awareness
- Excellent telephone techniques and listening skills
- Strong computer skills including MS Office & CRM systems (desirable)

### Pay and benefits

<b>Salary:</b>	£17,750 – £20,000
<b>Grade:</b>	Grade 2
<b>Holidays:</b>	24 days plus public holidays and a holiday exchange scheme.
<b>Pension scheme:</b>	Campden BRI operates a pension scheme
<b>Training:</b>	Campden BRI is committed to ensure all staff receives appropriate training to support their job function and business needs.
<b>Health:</b>	Campden BRI operates a 'permanent health scheme' if you are unable to continue work for health reasons and a 'death in service' scheme.
<b>Others:</b>	Other benefits include subsidised restaurant/vending machine and parking on site.

### Further Information

If further information is required, please visit our website [www.campdenbri.co.uk](http://www.campdenbri.co.uk)