

Name:

Department (and Section where appropriate): Enquiry Handling

Grade: G2

Job Title: Enquiry Handling Co-Ordinator

Immediate Line Manager (Job Title): Enquiry Handling Manager

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 Handling Co-Ordinator will have ownership of the enquiry from initial receipt, logging the enquiry onto CRM, passing the enquiry to the 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 role 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'.

Main Duties (including % of time spent)

- 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 (75%)
- Provide support to all relevant departments in support of the business processes (15%)
- Management of complaints from initial inception through to closure (3%)
- Working within ISO and GDPR standards to maintain records and proficiencies accordingly (5%)
- Ad hoc duties as & when required to support the business objectives (2%)

Knowledge, Skills & Experience

- Degree in relevant, related 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 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
- Computer skills including MS Office & CRM systems (desirable)

KEY TASKS & RESPONSIBILITIES

1. Communications

- The ability to deliver exceptional customer service whilst establishing and maintaining open communication channels with clients.
- The ability to communicate engagingly with excellence to internal and external stakeholders to include both verbal and written communication
- The ability to deal professionally and appropriately with complaints from internal and external clients.

2. Analytical Skills & Creativity

- Competent in all aspects of Microsoft office
- Proactive approach to problem solving & ability to multi-task
- Analysis of complex technical information and ability to impart information to clients.
- Work as part of the team to ensure constant development and improvement of the client experience with Campden BRI to contribute to the achievement of our vision to be 'Partner of Choice.'
- Comfortable at adapting to change, for example changes to technology and processes.

3. Management of Activities

- Maintain and update customer records within CRM
- Building strong internal & external client relationships
- Support Team members whilst working within a collaborative environment
- Provide Technical knowledge and support for clients
- Working to standard methods and to contribute to the development and improvement of methods as required.
- Ensure the company tools and information systems are utilised correctly and relevant information is provided.
- Contribute to the delivery of client experience, the out-of-hours service and enquiry handling within the SLAs and KPIs.

4. Management of People

Not applicable

Enquiry Handling Manager – Supervisor – Job Holder

5. Management of Finance & Resources

Not applicable

6. Autonomy & Accountability

- Work as part of the Enquiry Handling team to provide an excellent experience to our clients.
- Professional business disposition and of smart appearance

7. Working Environment

Primarily office-based but with requirement for occasional travel.

8. Other designated job roles (Please tick those applicable)

Quality Co-ordinator
 Safety Co-ordinator
 First Aider
 First Aid Leader
 Fire Officer
 Fire Leader
 Software Co-ordinator
 Trained internal Auditor
 Equipment Officer
 Departmental Archivist
 Hygiene Manager
 Process Hall Manager
 Event Director
 Risk Assessor
 Biological Safety Officer
 Safety Representative
 Safety Committee Member
 Sample Receipt Steward
 Authorised Driver (in line with Car Policy)

DSE User**Manual Handler****Signed & Dated**

Job Holder Date

Line Manager Date