

Job Title	Client Relationship Executive
Reports to	Sales Director
Hours	Full Time
Holiday	28 days including public holidays
Salary	£20,000 - £24,000 depending on experience plus bonus scheme
Probation	Six months

Company

Our client is a forward-thinking company who focus is on 'simply better' products and service. They provide commercial coffee machines, plumbed water coolers, hot and cold drink consumables, as well as real and replica office plants. Established in 1977 they remain a family run firm today.

Position overview

The role of the Customer Relations Executive is to maintain a high level of customer support and satisfaction. The successful candidate will be working with the Sales Team to meet customer service requirements.

Qualifications and Experience

- A high level of telephone experience
- Strong computer skills in Word, Excel and Outlook.
- Knowledge of CRM systems is beneficial.

Skills

- Enthusiastic, quick to learn and thrives in responding to challenges promptly.
- Driven in helping the team achieve corporate objectives and targets
- Attentive to detail. Dedicated and accountable in accomplishing high levels of accuracy in all areas of work.
- Capable of taking ownership of work and prioritising activities effectively to meet deadlines on time.
- Ability to work quickly and calmly under pressure.
- Loyalty and a commitment to achieving high professional and ethical standards at all times.

Key Roles and Responsibilities

- External diary management and client appointment booking
- Support the Sales Directors in terms of diary management, appointment booking, processing orders.
- Developing warm leads through a range of different means
- Grow existing accounts and develop new business
- Managing an existing portfolio of accounts
- First point of contact for clients' questions and enquiries by phone & email
- Deliver excellent customer service
- Attending networking events throughout Leeds and surrounding areas to help strengthen brand awareness and develop new leads.