

Job	Title	<i>Client Engagement Executive (Account Based)</i>
Department:	Croydon Operations	
Responsible to:	Client Engagement Manager	
Responsible for:	See Croydon Structure Chart	
Liaison with:	Sales, Management team, Operations, Projects and Clients.	
Main Tasks and Responsibilities of Job:		
<p>As a Client Engagement Executive you will be the one point of contact throughout the customer's journey which involves understanding the customer's needs and in turn improving the customer's experience.</p> <ul style="list-style-type: none"> You will be expected to maintain excellent customer service and communication standards at all times. A Client Engagement Executive must also be a good problem solver, able to use intuition to resolve any issues and complaints from the client. You will also have the ability to maximise sales opportunities with the ability to up sell products and services to the customer. Consistently working to company and legal standards when processing documentation. Dealing with all administrative enquiries in a professional and timely manner is a must, along with ensuring all documentation is accurately checked before processing. As a Client Engagement Executive you will be required to take part in team meetings and briefings when planned. You will be expected to build and maintain effective working relationships within the team. You will be required to perform any other duties as and when required Provide reporting. 		
Skills and Experience		
<p>Qualifications</p> <ul style="list-style-type: none"> Educated to A Level or equivalent. <p>Key skills, Knowledge & Experience required</p> <ul style="list-style-type: none"> The ability to actively listen. Possess the ability to work with others and share best practice. You must be enthusiastic and self motivated with a positive approach to your work and a "can do" attitude. Have excellent organisational skills with the ability to prioritise workload. Exhibits flexibility, be adaptable to change. You must be customer centric, create a great customer experience with the ability to build rapport with customers. Ability to communicate effectively on all levels. Excellent time management, with the ability to work well under pressure. A passion for completing all tasks to the highest standard and be driven by results. Proficient IT skills – Office, Word, Excel. 		
Company Management		

- Continually review internal and external administration procedures for improved efficiency.
- Investigate ways to ensure special treatment is given throughout the organisation to major accounts.
- Promote good communications at all levels within the division and be a catalyst for proactive improvement within the team as a whole.
- Work closely on a day to day basis with managers and other team members to ensure efficient communications between departments.
- Participate in the weekly review meeting with move team and management, be responsible for follow up actions as agreed.

Standards:

- Ensure that all members of the team dress and act to an appropriate standard to give visitors and clients the correct impression of a quality organisation.
- Ensure that Company property is maintained at the highest level and faults and defects are promptly reported.

Health and Safety:

- Ensure you always give clients and visitors the correct impression of a quality organisation. To further this aim, it is essential that company property under your control is maintained at the highest level. You need to be aware of your obligations under the health and safety at work act of 1974 and report any faults or defects promptly to your health and safety representative.

Compliance Responsibilities

- Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

General:

- The above is not an exhaustive list of your duties and you will be expected to perform different tasks as become necessary towards achieving the overall business objectives of the organisation.

Hours of Work:

- Working to the needs of the business for a minimum of 37.5 hour across the week.

Job Holder:

Date:

Manager:

Date: