



Job Title	Customer Account Executive
Sub Business Unit	Restore Information Management
Department.	Customer Services
Location	Wellington, Somerset
Reports to (direct)	Regional Customer Services Manager

About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through five specialist divisions, operating from over 80 UK locations.

About Restore Information Management

Restore Information Management is the leading UK owned provider of information management services. Specialising in secure document storage, scanning, digital mailrooms, outbound communications and hosting. Our approach helps organisations protect, transform and access their information seamlessly and efficiently. With a focus on innovation and customer-focused solutions, we help organisations streamline and management their information and communications to stay competitive in today's fast-paced market.

Role Purpose:

You will be a key member of the Customer Service Team responsible for the growth and retention of Restore Information Management - Outbound Communication's business, through pro-active customer management, development and issue resolution. Customer Account Executives are a prime and pivotal point of contact within Restore Information Management - Outbound Communications, liaising with customers and internal teams to deliver an excellent customer experience.

Key Tasks:

You will have responsibility for a portfolio of customers and be encouraged to build long term trusted relationships, in close collaboration with external Business Development Managers and your Customer Service colleagues. The successful candidate will be used to working in a fast-paced environment, be flexible in approach and be confident multi-tasking

Skills, Knowledge & Experience required:

- Essential
- 3 years' experience of working in a customer service/sales environment
- Excellent customer service skills

- Excellent verbal and written communications skills
- Customer focused mentality
- Ability to quickly assimilate and retain new information
- Working with urgency and a pro-active mind set
- Ownership mentality
- Professional approach and telephone manner
- Strong work ethic, energy, and enthusiasm
- Ability to work to tight timescales
- Skilled at prioritising appropriately
- Skilled at relaying information clearly to a varied audience
- Excellent attention to detail
- Collaborative style and ability to work across teams and departments
- A creative mind-set with the confidence to challenge the norm
- Strong organisational skills coupled with a logical mind
- A positive, agile, can-do approach

Preferred

- In depth experience with Microsoft Office applications
- Experience working with multiple CRM systems

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Support the Service Delivery Manager and quality team with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.
- Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
- Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
- Adherence to the company Acceptable Use Policy.

Other Information:

LINE MANAGEMENT:

- Regional Customer Services Manager

CONTACT WITH OTHERS:

- Primarily: Line Managers, Section Leaders and Employees