

Customer Service Account Executive

Purpose of job:

As a Customer Service Account Executive, you will provide front line telephone and email support to a portfolio of Fulfilment Clients, understanding their bespoke requirements and providing a high level of customer response and service.

Key responsibilities

- Responsible for resolving day to day queries including processing of all orders and any correspondence relating to those orders with the customer and other ILG departments
- Utilise the client and in-house hosted ticketing system to provide updates on client queries within the agreed SLA
- Ensure that all queries are actioned in line with client SLA and Standard Operating Procedures.
- Operate a frontline telephone/e-mail support
- Work in partnership with the Accounts Department and the Warehouse resolve any issues that may prevent shipment of an order
- Provide detailed information when requested to the nominated Account Manager
- Process all customer correspondence in line with ILG's Customer Service Standards
- Log all internal/external customer issues on Drive and where appropriate put forward solutions to assist with the repair
- Actively support operational change whilst effectively minimising disruption to production and service
- Maintain and improve performance levels to ensure that all elements of the client SLA are met
- Responsible for communicating any issues/information that may impact the delivery of service
- Work in close liaison with Customer Services, Warehouse Team Leaders and externally with customers to facilitate for smooth running of all contracts
- Ensure all business and individual key performance indicators are met
- Contribute actively to achieving departmental service level and targets
- Responsible for managing live chat, dealing with any inbound queries and passing these onto the relevant departments within agreed timeframes

Performance Standards:

- Customer queries are responded to in line with the ILG customer service standards.
- All customer issues escalated appropriately and immediately
- Complaints investigated immediately

- Adherence to procedures and where they need to be put in place, development of required procedures
- Provision of adequate phone and account cover at all times
- Credits processed within agreed timescale and in accordance with Accounts
- Ability to communicate professionally, efficiently and tactfully with external and internal customers through written and verbal communication
- Research and resolve both written and telephone queries, producing accurate written data where required
- Support and develop relationships with all areas of the business to communicate, understand all relevant information
- Use of DRIVE tool and Drivers Manual progression

KPI's:

- 95% of calls answered within 5 rings
- Reports issued by agreed SLA
- SLA adhered to
- Emails responded to within one hour

Selection Criteria

- Previous knowledge and experience of warehousing and distribution (desirable)
- Previous customer service experience, working to deadlines and SLA commitments and previous financial responsibility
- MS Office skills, particularly Excel & Outlook
- Able to demonstrate methodical and organised ways of working particularly in relation to email management
- Good interpersonal skills to build relationships with customers
- Proven ability to work effectively as part of a team
- Good standard of written and verbal communications to provide a high standard of service
- Ability to complete work that requires a high degree of accuracy
- Own transport essential. On occasion you'll be required to travel and work at customer sites and other work based locations in the Southeast of England, depending on the Company's business and its requirements.