



Customer Service Account Executive – Wholesale

Job Description

Purpose of job:

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

Key responsibilities:

- Resolving day to day queries on wholesale orders for a various portfolio of customers
- Booking of any wholesale orders within required delivery date ensuring SOPs are followed
- Creation of customer/vendor specific paperwork relating to orders
- Ensuring all queries are actioned in line with client SLA and Standard Operating Procedures
- Operating a frontline telephone/e-mail support
- Working in unison with a team from a shared inbox, proactively clearing daily workloads
- Building a strong relationship with the operations team to support them with any day-to-day challenges
- Paying close attention on customer orders to ensure they are processed in accepted delivery requirements or SLA
- Be able to investigate independently on queries and issues to find out root causes and how we can improve
- Updating of any master data and customer SOPs in line with any changes
- Booking relevant transport accurately for orders leaving the warehouse and follow through to delivery and checking proof of delivery
- Carrying queries through to the end to ensure completion and customer satisfaction
- Billing customers for the services provided including carriage and bookings
- Providing detailed information when requested to the nominated Senior Account Manager
- Processing all customer correspondence in line with ILGs Customer Service Standards
- Attending customer calls that may be required throughout the week, actively managing the calls and following up with actions where necessary
- Actively supporting operational change whilst effectively minimising disruption to production and service
- Maintaining and improving performance levels to ensure that all elements of the clients SLA are met
- Be responsible for communicating any issues/information that may impact the delivery of service
- Supporting with team training and communicating tasks clearly

- Working closely Customer Services, Warehouse Team Leaders and external customers to facilitate the smooth running of all contracts
- Ensuring all business and individual key performance indicators are met
- Actively contributing to achieving departmental service level and targets
- Attend team meetings when booked bringing any required information within the given timeframes
- Working in partnership with the Accounts Department and the Warehouses to resolve any issues that may prevent shipment of an order

Performance Standards:

- Respond to customer queries in line with Customer Service standards
- Escalate all customer issues appropriately and immediately to the correct escalation route
- Investigate complaints immediately and flag as a risk to the operation and Customer Service where relevant
- Adherence to procedures and, where they need to be put in place, development of required procedures
- Provide one-time resolutions to queries, ensuring that the customer is informed if the queries need to be directed to other departments for support/response
- Provision of adequate phone and account cover at all times
- Adequate handover left for the team when on annual leave
- Process credits within an agreed timescale and in accordance with Accounts
- 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 and understand all relevant information
- 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 in-depth customer service experience including working to deadlines, SLA commitments and financial responsibility
- MS Office skills, particularly Excel, Outlook & Teams
- Able to demonstrate methodical and organised ways of working particularly in relation to email management
- Able to manage multiple queries simultaneously and understand prioritisation
- 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
- Computer literate on navigating menus and different screens simultaneously
- Ability to work across shifts (8am - 5pm & 9am - 6pm)
- Own transport essential as, 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