

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	Customer Support Coordinator
Reports to:	Sales Director
Location:	Leeds/Manchester
Department:	Sales

2. ABOUT THE ROLE

What you'll be doing?	<p>You'll support customer relationships using the sales techniques gained from our in-house training programme and on the job coaching to successfully deliver against specific, measurable targets.</p> <p>You'll act as a key point of contact and provide high quality support to specified clients.</p> <p>Your focus will be to coordinate internal resources to ensure key tasks are delivered in line with required learning outcomes and in accordance with contract terms.</p>
Key Responsibilities	<p>Supporting our Account teams you will liaise with key stakeholders/decision makers in existing customers by telephone or email in order to help manage and deliver learning programmes</p> <p>You'll provide support to internal/external stakeholders or learners and administer the successful delivery of our services/programmes whilst providing excellent customer service.</p> <p>Maintain all relevant sales management information & report on customer activity</p> <p>Prepare quotes and management information for customers</p> <p>Deliver high levels of customer service</p> <p>Plan and organise own workload and coordination of related activities</p> <p>Maintain strong relationships with members of the client team</p> <p>Raise issues that risk project delivery and/or agreed costs and timescales</p> <p>Escalate risks to ensure appropriate action is taken to mitigate them</p> <p>Constantly developing an understanding of your product offering and sales techniques</p>

KPIs & SLAs	Support revenue generation and the delivery of margin in line with individual/team target Maintain customer satisfaction in assigned customers
Key Working Relationships	Sales, Scheduling, Finance and Delivery teams

3. ABOUT YOU

Competencies	<p>Core</p> <p>Integrity – 1 Accountability – 1 Communication – 1 Adaptability – 1 Initiative – 1</p> <p>Role Specific</p> <p>Attention to Detail – 1 Customer Focus - 1 Influence & Persuasion - 1</p>
Your Experience	<p>Experience in a customer service role</p> <p>Proficiency in Microsoft Office at beginner level</p> <p>Working to tight deadlines where high levels of accuracy are required</p> <p>Some experience of delivering against performance objectives</p>
Your Knowledge	<p>Understanding of excellent customer service</p> <p>A basic understanding of the Sales process</p>
Your Qualifications	<p>Ideally educated to Degree level or equivalent or studying towards this level</p> <p>Or</p> <p>Experience in a similar sales role that would reflect degree level qualification</p>
What you'll bring to QA	<p>Personal drive and motivation to achieve</p> <p>Willingness to undertake an Apprenticeship</p> <p>Tenacity and resilience</p> <p>Positive, sociable personality</p> <p>Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</p>

