

Job Description

Job Title	Sales and Customer Care
Reports to	Commercial Contracts Manager
Responsible for	No Direct Reports

Job Purpose

Working within the commercial team to provide customer service support and helping to build and maintain good working relationships with our customer base.

Working with other Levenseat support teams and the operational teams to develop and maintain a culture where customer care is the top priority and the needs of the customer are researched, considered, and addressed.

Maximising growth potential within the existing customer base and identifying new sales leads in line with company expectations.

Resolve product or service issue by clarifying the customer's complaint/query; determining the cause of the problem; selecting and explaining the best solution to solve the problem. Following up to ensure resolution.

Key Duties and Responsibilities

Customer service

- Build and maintain good working relationships with our customer base by being a friendly point of contact and source of knowledge for customer enquiries.
- Manage customer accounts to a high standard to ensure customer are kept up to date and are happy with the service provided by Levenseat.
- Visit customer sites to ensure they are satisfied with the service contract and delivery.
- Resolve any issues or complaints in a timely and efficient manner, involving other departments where necessary.
- Work with customers to answer their questions or provide additional support where needed.
- Carry out regular customer satisfaction exercises to help The Company understand areas for improvement.
- Works with management to maintain best practices for efficient communication with customers
- Manage the customer onboarding process in a professional and timely manner and according to company procedure.
- Work with the colleagues to improve the customer journey and experience from initial enquiry through to after sales care, remaining the key point of contact at each stage, where appropriate.

Sales

- Respond and deal promptly with all sales enquiries from direct calls, emails, social media and the website. Ensure all actions are followed up

- Prepare sales quotations in line with company procedures and policy
- Seek new opportunities for creating or developing business
- When necessary undertake all sales administration e.g. waste data reporting, and filing

Systems & Procedures

- Take ownership of policies and procedures relating to customer services, such as the customer care policy, review on a regular basis, collaborate with key departments and make recommendations for improvement. Ensure the policy/procedure is adopted according to company procedure.
- Accurately record and log interaction with customers and update account information. Manage, retrieve and integrated data relating to this information to create reports for management.
- Keeps sensitive information and financial records private and confidential.

Team Work & collaboration

- Work closely with colleagues in the communication, operational and finance team to enhance the service provided to our customer base.
- Communicate effectively with colleagues in the Finance and Operational teams to sure our customers experience a seamless transition at each stage of the customer journey.
- Regularly consult with other departments to gain feedback and make recommendations for improvement to the customer experience.

Skills and Qualifications:

- 2-3 years in a similar role
- Sales administration experience is required.
- Experience in waste industry would be an advantage.
- Experience of working in business-to-business setting would be an advantage.
- Computer literate – office, 365
- Strong organisation skills
- Excellent communication skills, both verbal and written
- Commitment to providing the highest level of support and quality
- Commercially focused, with strong effective communication skills.

Please note the above duties and responsibilities are not an exhaustive list and as the business changes, these duties may vary.