

Job Description: Client Relationship Officer

Permanent

Full Time

Location: Sale

Reports to: Customer Service Team Leader

Overview

This role is at the core of the Service team and provides support to our centre and EPA providers. Client Relationship Officers directly ensure the smooth on-boarding and account management of current and prospective clients through excellent and pro-active customer service and act as their main contact.

Day to day, the individual is responsible for responding to phone calls and emails whilst also being proactive in contacting centres regularly to maintain relationships, influence centre revenue and explore new opportunities for centres.

It is essential that Client Relationship Officers possess excellent customer service skills and organisational skills in addition to excellent communication skills to achieve goals in maintaining centre relationships.

In an ever changing landscape, Client Relationship Officers must also display a willingness to learn and adapt to rapid change and within the Customer Service team.

A Client Relationship Office will have an excellent understanding of all processes, both within the Customer Service team and across the rest of the business and be comfortable in answering simpler enquiries, before understanding where to escalate to other teams.

Key responsibilities

- Supporting potential clients during the on-boarding process, preparing them to register for the first time

- Responding to queries, complaints and requests from centres via email and telephone as their main contact
- Providing effective account management to clients, influencing timely registrations, cross-selling of additional TQUK products and gathering intelligence that supports other TQUK teams
- Building positive relationships with centre contacts through regular contact
- Maintaining records of all contact with clients using CRM system
- Maintaining excellent knowledge of the vocational education sector

Other responsibilities

- Maintain in depth knowledge of TQUK products and services
- Maintain an in depth understanding of regulatory requirements associated with own area of work across awarding and EPA
- Liaise with other departments to facilitate a smooth customer journey for successful sales and customer journey and promote understanding of processes internally at TQUK.
- Undertake other duties considered within your skill and competence to assist the smooth running of the business as required
- Champion the organisation values at all times to model behaviours to wider team staff.

Key requirements

- Have excellent verbal and written communication skills
- Be organised and able to prioritise your workload
- Be driven to meet deadlines to promote customer service
- Be dedicated to providing world class customer service
- Be able to think on your feet and respond to customer demands and solve problems
- Be prepared to work in a regulated environment with a constant eye to maintaining and improving regulatory compliance.
- Be comfortable working to set standard operating procedures.

- Be comfortable in working towards weekly and monthly targets
- Be comfortable in working with minimal supervision

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team

- Be able to model our core Company behaviours of Courtesy, Putting the Team First and Learning
- Be self-motivated, energetic, enthusiastic and able to work on your own initiative
- Be trustworthy and take responsibility for own area of work
- Apply a flexible approach to all work tasks and working relationships
- Be confident and ambitious with a "can do, will do" attitude that puts the company before self
- Be able to have fun!
- Work well with others.
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business.
- Be passionate about education and the opportunities that it brings
- Have a willingness to learn
- Have outstanding organisational and time management skills
- Have sound IT skills to support core role functions