

Job Description: Client Relationship Officer

Permanent

Full Time

Location: Sale, Manchester

Salary: £18K - £24K

Reports to: Client Relationships Manager

Overview

Training Qualifications UK is the fastest-growing Awarding Organisation in the UK, and a market leading End-Point Assessment Organisation. We work with over 500 schools, colleges, universities, and training providers across the world to provide qualification certificates, endorsements and apprenticeships to over 150,000 learners.

What's the secret to our success? Simply put, we do things differently here!

The Client Journey is at the heart of what we do, understanding the wants and needs of our clients and providing a personalised experience, maximising our innovative technology and products. We are looking for like-minded, forward thinking, best in class Client Relationship Officers to join our growing team.

Key responsibilities

- Providing an unforgettable experience in every interaction with customers across all platforms including, e-mail, online chat, social media and telephone
- Understanding the wants and needs of customers to provide a tailored and personal experience that is focused on developing personal relationships
- Processing accurate Client data through the CRM System to co-ordinate timely response and resolution with other departments
- Providing Client assistance in the form of general support, on-boarding, and new system demonstration support

- Ensuring set KPI's are achieved with the assistance of Team leader & Managers
- Handling and escalating Client complaints

Key Skills

- Have excellent verbal and written communication skills
- Have good attention to detail
- Have outstanding organisational and time management skills
- Be prepared to work in a regulated environment

Key characteristics

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

- Be able to model our core Company behaviours of Courtesy, Putting the Team First and Willingness to Learn
- To really care about our Clients and go above and beyond to deliver the best service
- Be confident, positive and ambitious with a "can do, will do" attitude

Key benefits

- 25 days holiday per annum
- Additional day off for your birthday
- Annual loyalty bonus for each year of service (uncapped)
- Cycle to work scheme
- Christmas and Summer parties
- Monthly dress-down Friday
- Bi-weekly "clubs" for arts and crafts, food and drink and quizzes
- Training, qualifications, and apprenticeships
- Free on-site parking