

CLIENT SERVICES EXECUTIVE – WARRINGTON – 40HOURS/PW

An exciting opportunity has arisen for full-time Client Services Executive to join our Client Services team. Secured Mail has a fantastic, friendly culture that thrives on teamwork, and we offer great benefits such as free on-site parking, increasing holidays in line with service, quarterly bonus potential and access to Perkbox.co.uk giving you; money off at major retailers, restaurants & cinemas and discounted gym memberships. In addition you could also have access to our Company Pension Scheme & other salary sacrifice initiatives, but most importantly the chance to work for one of the largest technology enabled e-commerce and postal logistics businesses in UK!!

In return, all we ask is for someone who really takes pride in their work, is motivated & organised with high levels of accuracy & a keen eye for detail! You should be a team player with a diligent work ethic, and the confidence & tenacity to hit the ground running.

WHO ARE SECURED MAIL?

Originally a letter delivery business, Secured Mail has an outstanding track record for growth, taking turnover from zero to over £80 million in the last ten years since it was established. We have also been ranked several times in the 'The North West's Fastest Growing Company' report and The Insider's 'Growth 100 Report' as well as successful inclusion in the Sunday Times Fast Track 100. We have successfully diversified into the rapidly growing economy parcels market, capitalising on the boom in online shopping.

PURPOSE OF A CLIENT SERVICES EXECUTIVE:

The Client Services Executive will report to the Customer Experience Manager. The Client Service Executive is pivotal within the business, ensuring the successful and smooth relationship between the customer and the business. The successful applicant will act as a key 'face of Secured Mail' with existing customers and colleagues and will be professional and efficient with a proactive, 'can do' approach.

We are seeking a full time Client Services Executive to join our Client Services team based at our Warrington Hub on permanent basis. The hours of work are 40 hours per week, over 5 days. Shift patterns will be on *rotation between 8am – 8pm*. However, it is essential that candidates are flexible to work outside of the normal core hours when required.

JOB OVERVIEW

The role is the 'filter' between the Office, Operations, Sales and Customers, acting as a central point of liaison throughout the business. The post holder will create and implement robust processes, procedures and communication lines to ensure a seamless relationship between Secured Mail and its clients.

The role will include forecasting, managing the booking of and monitoring thereafter of collections following a standard process for existing customers, assisting in the on boarding of new clients, new contract implementation and client liaison in collaboration with the Sales Teams.

DUTIES AND RESPONSIBILITIES

- Acting as co-ordinator in the office for all field-based personnel, providing support through data provision, proof-responding, dealing with customer enquiries and queries.
- Through forward planning and dialogue with Client-Facing Teams and Customers, you will help manage a robust forecasting process to support operational planning.

- Liaise with Operations' contact on bookings/collections and manage this process on behalf of customers and implement an effective 360-degree communication process.
- Liaise with our Transport teams to effectively manage our collections schedule on a daily basis.
- Developing proactive client relationships, understanding their business objectives and agreeing actions to support them.
- In conjunction with back office teams, implement robust internal control measures in areas such as revenue protection, process monitoring / feedback, daily performance reporting and take the lead control in these areas to ensure we maximise efficiencies.
- Act as main point of contact for our existing customer base.
- Assist in the on boarding of new clients.

DESIRABLE SKILLS

- Experience of the Downstream Access Mailing Marketplace would be highly desirable
- Ability to hit the ground running.
- Knowledge and experience of Mail and the provision of a mail-delivery service (training will be provided)
- A self-starter with a 'hands-on' approach and the drive to 'get things done'.
- Possess strong communication skills, you will be decisive and persuasive and have the necessary client-facing gravitas to reflect the company in the best possible light with customers.
- Ability to understand the commercial and operational issues and barriers we face
- Convert ideas into measurable actions which everyone understands and subsequently ensure these actions are deployed and supported by all.

This list is not exhaustive and more may be added as other areas of need are identified.

Full training will be provided during induction and further training will be given throughout the course of your employment, to assist in progressing your career with us.

WHO WE ARE LOOKING FOR...

Due to the fast-paced nature of this role, you will need to be able to hit the ground running. We are looking for someone who has a background in Client Services, possessing good data entry & administration experience particularly within logistics. You must be willing to use your initiative to get the job done, be a self-starter with a 'can do' approach with the ability to multi task as well as being a team player. You will be a confident user of IT systems. Moreover, strong written and verbal communication skills are essential, and you should be decisive and persuasive and have the necessary client-facing gravitas to reflect the company in the best possible light with customers. You will need to understand quickly the commercial and operational issues and barriers we face, convert ideas into measurable actions which everyone understands and subsequently ensure these actions are deployed and supported by all.

This role would suit a; Customer Service Assistant, Customer Service Executive, Customer Service Advisor, Customer Service Account Manager, Customer Service Analyst, Client Service Support, Customer Service Specialist, Client Service Assistant, Customer Service Agent, and Customer Service Administrator.