**SELWOOD LTD**

**POSITION DESCRIPTION:**

**Client Services Representative**

**LOCATION:** Liverpool/Chandlers Ford

**POSITION PURPOSE:** To be the designated sole point of contact for Key Clients; to ensure their day-to-day requirements are understood, met and supported to the highest standards.To ensureall compliance and reporting requirements are fulfilled for both the Client and internal stakeholders.

**RESPONSIBLE TO:** Client Services Manager

**REGULAR CONTACTS: External** Purchase Ledger / Cost Clerks

 Framework Managers

 Procurement / Category Managers

 Procurement Departments and Managers

Customers’ Representatives

Site Managers

 **Internal** Client Services Team

 Client Services Manager

 Head of Client Services

 Key Account Managers

 Framework Managers

 Solutions Teams

 Solutions Managers

 Selwood Branches

 Branch Managers

 Sales Managers and Sales Teams

 Commercial Finance Director

 Installation and Electrical Managers and Teams

 Operational Managers

 Management Accountants

 Business Technology Department

 SHEQ Director and Team

**MAIN RESPONSIBILITIES:**

* To build close working relationships with Key Account Clients, ensuring we deliver outstanding quality of service at all times.
* Support Account Managers to develop our Key National Accounts to maximise on potential revenue streams and provide administrative support.
* Engage with Selwood branches, providing them with specific customer requirements and ensuring all specific customer service levels are achieved, in-line with the customers’ expectations and agreed timescales, ensuring 100% compliance.
* Ensure that all allocated customers’ requirements and procedures are communicated to the branches, and all paperwork and systems are adhered to for both the customer and Selwood
* To ensure system records are kept up to date, and frameworks rates and other pricing mechanisms are loaded and adhered to.
* Attend review meetings with Accounts Managers and Key Account Clients, recording detailed minutes and actions where required.
* Engaging with the commercial team, you will review allocated customer agreements, to ensure all aspects of the agreement are understood, and systems put in place to ensure contractual compliance and customer satisfaction.
* Review account activity and account ledgers on a regular basis, and where necessary resolve any queries or disputes quickly and to the customer’s satisfaction.
* Provide customer KPI reporting and other performance reports / presentation packs / dashboards, where required, ensuring 100% compliance and data accuracy.
* Arrange customer payment applications where required, providing the required level of detail and costs to ensure smooth reconciliation.
* Working with the Client Services Manager, you will help develop systems to support customer contract compliance and provide more efficient reporting where possible.
* Utilising customer portals and work order management systems to upload information, purchase order management, and invoice reconciliation on both the customer and Selwood systems.
* Provide additional support for the Client Services Coordinators when required, including holiday and absence cover.
* Create other internal and external reports to meet business requirements.
* Ensure any issues or potential issues are raised with the Client Services Manager or line Director at the earliest opportunity.
* To actively be involved with business initiatives to support additional customer service requirements.
* To ensure all Company SHEQ procedures are complied with.

**Southern Water (Southern Representative only) Specific Responsibilities**

* Arrange and facilitate customer framework review meetings and present the produced reports directly to the customer.
* Assist the Client Services Team with the management and production of subcontracts, following the process through to completion.
* Assist with the training/mentoring of new starters, completing handovers for customer accounts and ensuring the SLA and specific requirements for each customer are shared.
* Attend and conduct WIP meetings as required.

The main responsibilities are outlined above. This is not a definitive list and other tasks / activities may be necessary, as the Company’s commercial activities require.

**QUALIFICATIONS & EXPERIENCE**

**Essential**

* Excellent planning and organisational skills
* Strong communication skills both written and verbal.
* Ability to build and maintain good customer relationships.
* Ability to prioritise workload.
* Proven ability of learning new skills and or products.
* Literacy Skills
* Numeracy Skills
* A good understanding of IT systems. Be able to analyse data on Microsoft Packages such as Excel / Word / PowerPoint.
* Compliant accurate record keeping is important to this role.
* Ability to act proactively / be forward thinking whilst maintaining a methodical, attention to detail approach.
* Flexibility to support the business to get the job done understanding the requirements of all stakeholders while maintaining a safe environment for all.
* Understanding of all SHEQ requirements to uphold high levels of safety adhering to all safety legislation.
* Ability to stay calm under pressure.
* A good level of problem-solving skills.

**Preferred**

* Pump hire or allied industries experience would be an advantage.

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