POSITION DESCRIPTION: Client Support Coordinator

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| **DEPARTMENT:** | Client Support | |
| **LOCATION:** | Birmingham / WFH (Hybrid) | |
| **POSITION PURPOSE*:*** | Single point for central processing of damage/missing letters, labour charges and hire fleet sales. | |
| **RESPONSIBLE TO:** | Client Support Team Leader | |
| **REGULAR CONTACTS:** | **External** | Customer Reps Customer Procurement Customer Site Managers  Customer Framework Managers |
|  | **Internal** | Directors  Branch Managers Hire and Sales Team  Management Accounts Client Services Team  Credit Control |

**MAIN RESPONSIBILITIES:**

1. Create missing and damage letters, gathering evidence from tasks and local depots. Communicate and negotiate letters with the customers and process as per internal procedures. Chasing responses regularly and generating invoices once a purchase order is received.
2. To review labour tasks and accurately calculate charges to customers, again liasing with customers/sales staff on this and generating an invoice once agreed.
3. To raise hire fleet sales quotations and to process the sale in the company system once a purchase order is received.
4. Ensure stock levels are adjusted appropriately in a timely manner once missing/damage letters are raised.
5. To act as a single point of contact for customers.
6. To build solid working relationships with the customer and internal staff.
7. To ensure that all specific customer policies and procedures are adhered to.
8. To take ownership of customer problems and disputes, escalate them to an appropriate member of the team who, in turn, will take ownership but with continued support.
9. Administration of contracts, damage letters and invoices.
10. To ensure that QHSE procedures are complied with.
11. To maintain accurate records to assist with KPI analysis.
12. To ensure that communication with the customer is upheld as per agreed timescales.
13. To liaise with the national pump rental branch network and sales teams to ensure high levels of service are maintained.

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 communication and customer service skills via phone and email
  + Ability to manage own workload and prioritise tasks as required
  + To be able to negotiate confidently with customers on charges
  + Literacy skills
  + Numeracy skills
  + Organisational skills
  + Word
  + Excel

# Preferred:

* + PowerPoint
  + Pump hire industry experience would be an advantage

**Statutory Requirement:** Each employee must ensure that all tasks are carried out within the Company’s Health and Safety Policy, and any relevant Codes of Practice, including COSHH sheets and other instructions, to minimise risk to themselves and other personnel and that good housekeeping applies at all times.