**SELWOOD LTD**

**POSITION DESCRIPTION: Client Services Co-ordinator**

**LOCATION:** Middlesbrough / 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 ensure all compliance and reporting requirements are fulfilled for both the Client, and internal stakeholders.

**RESPONSIBLE TO:** Client Services Manager

**REGULAR CONTACTS: External**  Key National Accounts

Customers’ Representatives

 **Internal** Client Services Team

 Client Services Manager

 Head of Client Services

 Key Account Managers

 Selwood Branches

 Branch Managers

  Sales Managers and Sales Teams

 Installation and Electrical Managers and Teams

 Operational Managers

 Management Accountants

 Business Technology Department

 SHEQ Director and Team

**MAIN RESPONSIBILITIES:**

* To act as a single point of contact for key customers.
* Effectively deal with in-bound telephone calls and emails, liaising with internal and external stakeholders to ensure enquiries are dealt with in a timely manner, ensuring we deliver outstanding quality of service at all times.
* Liaise with customers via telephone on a regular basis to ensure they are kept up to date, and their requirements are fulfilled.
* Ensure that all specific customer policies and procedures are communicated to the branch network.
* 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.
* To build close working relationships with customers, Accounts Managers, and the relevant branches supporting those clients.
* Support Account Managers with the management of debt.
* Ensure all customer queries or disputes are resolved quickly and escalated to the Client Services Manager where necessary.
* Provide customer KPI reporting and other performance reports where required, ensuring accuracy of data, and submitted within the required timeframe.
* Co-Ordination of Sub-Contracts and Applications for Payment where required, providing the required level of detail and costs to ensure smooth reconciliation.
* Complete RFI’s, Accreditations, Compliance Coordination and Contract Administration where required.
* 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 central administration and support where required, including ordering of supplies.
* Create other internal and external reports to meet business requirements.
* Ensure any issues or potential issues are raised with the Head of Client Services at the earliest opportunity.
* To ensure all Company SHEQ procedures are complied with.

*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 including Excel, Word and Outlook.
* Ability to stay calm under pressure.
* A good level of problem-solving skills.

**Preferred**

* Pump hire or allied industries experience would be an advantage.
* Knowledge of experience of using PowerPoint

This is not a definitive list and other tasks/activities may be necessary, as the Company’s commercial activities require.