



**Premier Business Audio
Job Description Form**

Job Description

Job Title:	Customer Relationship Coordinator
Department/Location:	Creative Team - Laverstoke
Reports to:	After Sales Manager
<p>Company Profile:</p> <p>When was the last time you had FUN at work?? Now is a great time to join our company! Not only do we take pride in what we do, we have FUN doing it!! Your creativity and energy are what we need!!</p> <p>Premier is a young, dynamic B2B company specialising in 'Point of Contact' solutions. By offering audio marketing, web presenter and fragrancing solutions, we enable companies to market themselves effectively, whilst at the same time improving their customers' experience at <u>all</u> of their points of contact. Our creative and multi-sensory approach makes us a successful, lively business, and some of our big-name clients include Apple, Eurostar, Hilton, Sainsbury's, Scottish Widows, Tui, Thomas Cook and over 4,500 others.</p>	
Hours of work:	Monday – Friday 9am – 5.30pm (early finish on Friday at 5.15pm)
Salary Range:	Please refer to HR

Primary Responsibilities

Telephone based role to focus on proactive calling of existing customers in accordance with the Company's Customer Contact Strategy and based on key performance indicators including number of calls per day and total time spent on the telephone each day	Where calls result in updates being requested initiating the necessary action in order to ensure production is processed in the most appropriate way and in accordance with Company Service Levels
Identifying potential opportunities for cross selling or up selling new products or services to existing customers and communicating these opportunities to the New Business or Sales functions	Data cleaning the Company CRM database (Goldmine) to ensure all information held for customers in correct and accurate. This will be driven by key tasks identified by the Marketing department

Personal Specification

	Essential	Desirable
Qualifications & Training		Educated to A Level
Experience	Not afraid of the telephone! Experience of talking to customers in a proactive, articulate and confident manner	Experience in a customer handling environment
Qualities and Attitude	Excellent organization skills Excellent time management skills Self motivated with the ability to work to tight deadlines	Good business awareness
Product Knowledge	IT literate – Microsoft Office suite	Working knowledge of Goldmine CRM package

Competencies

Excellent and confident telephone manner	Flexible approach to work
Proactive approach to work and 'can-do' attitude	Self motivated
Good problem solving skills	Excellent prioritization skills
Excellent planning and organizational skills	Excellent communication skills; both verbal and written