

Name:	
Title: Customer Support Advisor IDLS	Department: IDLS
Reporting to: IDL Customer Experience Manager	

Job Purpose:

Reporting to the IDL Customer Experience Manager, the Customer Support Advisor will provide exceptional customer service throughout the customer journey and a high level of support in order to achieve the annual retention target. Undertaking various types of activity to make a positive contact with all customers and dealing with questions, queries and complaints.

Job Responsibility:

1. Provide exceptional customer service to ensure renewal of product licences in order to hit the customer retention target;
2. Provide ongoing advice and guidance to our customers on products and services with a view to increasing provision across the current customer base;
3. Analyse management information from CRM system to drive retention rates and find trends for future plans and development;
4. Maintain and build relationships with existing customers;
5. Develop new processes in order to provide a better service level;
6. Forward all new business enquiries to the relevant Intervention Advisor;
7. Ensure that the sales enquiry process is conducted in a timely manner that meets internal procedures and customer satisfaction;
8. Be pro-active in contacting customers to retain customer accounts;
9. Deal with incoming enquiries and coordinate client meetings as requested;
10. Implement ongoing client contact strategies using a range of tools e.g. post, email, social media, etc.;
11. Maintain the customer relationship management system and other relevant databases creating and maintaining client lists;
12. Able to convert cancellations to a positive outcome;
13. Support Senior Managers' roles within the IDLS team with administrative tasks;
14. Train new staff in elements of the role as required.

Success Measures:

1. Achieve customer retention target
2. Achieve delivery standards

The following responsibilities apply to all roles:

1. Contribute as required to regulatory compliance and engage with other processes including business continuity, risk management and the internal audit process;
2. Contribute to the improvement of customer service;
3. Undertake any other responsibilities or tasks that are within the employee's skills and abilities whenever reasonably instructed commensurate to this role.

As a member of staff for the Ascentis Group you will be expected to:

1. Understand and be committed to the Ascentis Group Vision;
2. Work hard and flexibly to achieve your targets and those of the Company and be positive at all times;
3. Actively support a problem-solving culture within your team by seeking to remove any barriers that stand in the way of achieving our targets;
4. Work flexibly to meet the needs of our customers;
5. Implement strategies to achieve continuous improvement in your own performance.

Status of this Job Description

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Accountability

IDL Customer Experience Manager, Head of IDLS, Group Commercial Director, Group Chief Executive Officer

Key Contacts

- Current, new and potential customers
- Contractors and external suppliers

Key Attributes (E-Essential, D-Desirable, P-Potential):

1. Excellent verbal and written communication skills (E)
2. A creative, dynamic and smart approach to sales (E)
3. Commitment to a high standard of customer service (E)
4. Positive attitude to change, development and quality (E)
5. Effective team member (E)
6. Be motivated, flexible and willing to go the extra mile (E)
7. Ability to organise and prioritise (E)
8. Competent and experienced in the application and operation of ICT, in particular for database operations (E)
9. Ability to achieve agreed targets and to work to deadlines (E)
10. Experience in a sales and marketing support role (D)

Agreed:

Post Holder _____ Date _____