Customer Relations Executive

|  |  |
| --- | --- |
| Job title: | Customer Relations Executive |
| Department: | Customer Relationship Team |
| Location: | Home Based – with travel when required |
| Reporting to:  (job title only) | Head of Client Relationships |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | N/A |
| Responsible to:  (where applicable) | N/A |
| Job purpose: | To develop trusted relationships within an assigned portfolio of existing low to mid-tier accounts, ensuring successful contract renewals and delivery of upsell opportunities.  The position of Customer Relations Executive is a varied role that requires strong organisations skills with the ability to prioritise a variety of tasks, attention to detail and the ability to effectively communicate with both key internal and external stakeholders |
| Role and Responsibilities: | * Operating as the primary point of contact for any and all matters specific to your assigned portfolio of low-mid tier accounts, ensuring timely and effective delivery of response * Develop trusted relationships with key internal and external stakeholders * Proactively ensuring that all contract renewals are aligned with business objectives * Delivery of customer service review meetings * Delivery of customer product and system presentations to raise service awareness * New customer implementation from point of sale to service go live * Ensuring timely delivery of management information and marketing collateral * Ensuring all customer records and folders are accurately maintained * Any other reasonable requests   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) | N/A |
| Training and supervision: | N/A |
| Additional information: | N/A |

## Person specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | * N/A | * N/A |
| **Experience** | * Experience in a customer-focused role | * N/A |
| **Skills/knowledge** | * Highly organised with the ability to manage a large workload * Strong written and verbal Communication skills * Experience of delivering internal and external presentations * An ability to build and maintain strong business relationships * Proven ability to be able to prioritise workload in accordance with deadlines * An ability to analysis and interpret data * An ability to understand and translate customer requirements in order to aid exceptional service delivery | * Experience working within the healthcare industry * Speaks another language |
| **Specialist training** | * N/A | * N/A |
| **Personal competencies and qualities** | * N/A | * N/A |

# Version Control

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
|  |  |  |