

JOB DESCRIPTION

Job Role: Client Relations Executive
Reporting to: Operations Manager
Team: Client Relations Hub
Key Relationships: Operations Manager, Engineers Team, Warehouse Team, Marketing Team, Finance Team, and Projects Team.
Salary Offer: £24,000 – £28,000 per annum, depending on experience.

Hague Dental sells, installs, repairs and services non disposable dental products (chairs, x-rays etc). It also specialises in providing turnkey services for dentists wishing to design, build and fit out a new dental practice. The company has an excellent reputation and has won numerous awards.

KEY OBJECTIVES:

1. To provide an excellent level of service to all new and existing clients
2. To organise and monitor engineering activity inclusive of reactive, PPM and installations

Responsibilities required to meet Key Objectives:

1. Account Management
2. Sales/Business Development – appointment making for BDM Midlands & South
3. Service bookings
4. Invoicing
5. Quotations for clients and engineers
6. Re-engagement of old clients
7. Complaint handling
8. Feedback on QNC process
9. To maintain a positive relationship with clients
10. Keep Clients well informed during the sales and service cycle
11. Ensure the correct Engineers are dispatched
12. Ensure payments are made by each client in the correct timescale
13. Manage the company CRM system keeping relevant information up to date
14. Completion of relevant paperwork and administration tasks as required
15. Liaise directly with the Warehouse team to ensure parts and kits are readily available and dispatched to sites for Engineering
16. Answer telephone and email enquiries in a prompt and efficient manner
17. Adhere to the brand standards for communication at all times
18. Handle any complaints where possible and escalate through the appropriate channels when necessary
19. Process payments for Engineering where needed including upfront payment for those yet to complete a credit agreement in full
20. Collect and enter all relevant information on the CRM system for new clients
21. Assist the Operations Manager with any tasks as required

Person Specification:

1. You must possess excellent communication skills for effective interaction with diverse groups of people
2. You must possess a friendly personality to be easily approachable by all persons
3. You should have a fair knowledge of IT; ability to find your way around the computer system and other related gadgets
4. A previous experience of working in a related field, or dealing with people whether face-to-face or over the telephone, or by email will give you an edge
5. Possession of basic math skills to be able to perform simple calculations on the spot
6. Ability to work effectively as part of a team
7. Ability to maintain positive disposition and be effective at work even when under pressure
8. Possession of administration skills
9. Ability to be patient with clients no matter how difficult they might be
10. Possession of a polite, thoughtful, and friendly attitude
11. Ability to meet up with given deadlines
12. Ability to multitask and still work effectively

Own transport essential as the Hague Dental office is not on a train or bus route.