**SELWOOD LTD**

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

**LOCATION:** Birmingham / Hybrid Working

**POSITION PURPOSE:** To be the designated point of contact for the central processing of missing/damage letters, labour charges and hire fleet sales.

**RESPONSIBLE TO:** Client Support Team Leader

**REGULAR CONTACTS: External** Customers – new, existing

Suppliers

Local Business Groups

**Internal** Group Technical Solutions Director

Commercial Finance Director

Director of Special Projects and Solutions

Director of Product Service and Excellence

Fleet Support Managers

Sales Managers and Sales Teams

Solutions Director, Project Manager’s and Solution Teams

Installation and Electrical Managers and Teams

All Departmental Managers

Operational Managers

Client Services

Business Technology Department

**MAIN RESPONSIBILITIES:**

* Create missing/damage letters by gathering evidence from the different record holding systems and local depots and communicate and negotiate letters with the customers, processing as per the internal procedures and customer contact SLAs.
* Regularly chase responses to the missing/damage letters and generate invoices once a purchase order is received. Liaise with Credit Control regarding outstanding debt as a result of this process.
* Review the labour tasks from installation jobs, liaising with the Installation and Solutions teams to accurately calculate charges to customers. Liaise with customers/sales teams and generating an invoice once the charge has been agreed.
* To raise hire fleet sales quotations and process the sales on the company system, once a purchase order has been received.
* Ensure stock levels are adjusted appropriately on the internal systems in a timely manner once the missing/damage letter(s) are raised.
* Act as a single point of contact for customers in relation to the missing/damage or labour costs, whilst communicating with the wider teams to gather information to handle the cases.
* Ensure that all specific customer policies and procedures are adhered during the handling of each case. Escalate any issues or suggested amendments to these policies and procedures to your line manager.
* Take ownership of customer problems and disputes, handling these in a professional manner seeking best the possible solution for the customer and the business. Understand when escalation may be required but provide a full handover to the appropriate member of the team and provide continued support.
* Develop strong business relationships with the internal teams and customers.
* Liaise with the national Pump Rental Branch network and Sales teams to ensure a high level of service is maintained.
* To ensure that all company administration, quality assurance and health and safety policies are fully adhered to and that all activities are carried out in full compliance both with our policies and relevant statutory legislation.
* To actively be involved with business initiatives to support additional customer service requirements.
* 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:**

* Excellent planning and organisational skills
* Strong communication skills both written and verbal.
* Ability to build and maintain good customer and stakeholder relationships.
* Ability to confidently negotiate with customers on charges due and stay calm under pressure.
* Strong numeracy skills with working out labour charges.
* A good understanding of IT systems. Be able to analyse data on Microsoft Packages such as Excel / Word / PowerPoint.
* Be a detail focused in both giving and receiving information.
* Ability to act proactively / be forward thinking whilst maintaining a methodical, attention to detail approach.
* Flexibility to support the business to get the job done understanding the requirements of all stakeholders while maintaining a safe environment for all.
* Understanding of all SHEQ requirements to uphold high levels of safety adhering to all safety legislation.
* A good level of problem-solving skills.

**Preferred**

* Pump hire or allied industries experience would be an advantage.