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| **Job Title** | **Digital Sales & Service Executive** |

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| **Reporting to**  | Customer Sales & Service Manager |
| **Business Unit** | Commercial GB  |
| **Department**  | Customer Contact Centre  |
| **Job Grade (if applicable)** |  |
| **Location**  | Office Based  |
| **Travel Requirements (if applicable)** | N/A |

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| **Role Summary**  |
| The purpose of the Digital Services team is to process and monitor all digital customer transactions efficiently and effectively. This team is pivotal to the success of the customer contact centre and one of our primary objectives within the Digital team is improving this aspect of the service. |

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| **Key Accountabilities**  |
| * Customer Support regarding the Tennents Direct
* Sending Mass Comms via digital platforms
* Accurately and efficiently complete all system-based transactions required to support the workload of the department and in line with Business requirements.
* Adherence to departmental and Standing Operating Procedures to ensure smooth running of all types of accounts.
* Apply logical approach to customer issues to bring about appropriate resolutions including WebChat.
* Aim to complete all tasks in line with Business Service Standards
* Resolves queries in the best interest of both the customer and the company.
* To carry out any reporting requirements as necessary.
* Demonstrate flexibility by assisting and supporting other areas of the department and business as and when required –including Inbound and Outbound customer interactions.
* Carry out any other reasonable duties within the Contact Centre as requested by management.
* Involvement in system testing and upgrades – side testing.
* Present a positive image of the company and its employees and departments.
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| **Key Stakeholders** |
| **Internal**Customer Contact Centre Sales Teams |   | **External** Customers |

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| **Skills** |
| * Excellent communication and presentation skills
* Demonstrable Customer Facing experience
* Excellent Accuracy
* Excellent Communication Skills
* Customer Focused
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| **Experience and Qualifications** |
| * Experience in: Multiple OS platforms with strong emphasis on Windows systems
* Experience with Systems Administration
* Previous experience with JDE

**Role Requirements** * Ability to work flexible hours
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