



## Job Description: Client Relationship Officer

Permanent

Full Time

Location: Sale

Reports to: Operations Manager

Salary: 15 – 19k

Line management responsibilities: no

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Overview

This role sits at the very core of our business and is arguably one of the most important. Individuals in the Client Relationships Officer role play an integral role in maintaining and developing the TQUK business and its relationship with centres. It is a demanding role but offers great potential for job satisfaction and reward.

Day to day, the individual is responsible for being the main source of contact for centres, repsonding to phone calls and emails whilst also being proactive in contacting centres regularly to maintain relationships, influence centre revenue and explore new opportunities for centres.

It is essential that Client Relationship Officers possess excellent customer service skills and organisational skills in addition to excellent communication skills to achieve goals in maintaining centre relationships. This is not a sales role, but successful candidates will be expected to take advantage of every opportunity to sell and be involved in sales led projects.

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## Key responsibilities

- Responding to queries, complaints and requests from centres via email and telephone.
- Communicating with other departments to meet centres' needs and requirements.
- Maintaining proactive, regular contact with centres to promote relationships and:
  - Provide leadership and training relating to our products to maximise opportunities for up-selling and cross-selling for existing and prospective centres.
  - Encourage maintained and increasing levels of revenue from centres
- Regularly checking centre websites and providing advice and support on compliance around marketing of qualifications.
- Maintaining records of all contact with centres using CRM system.
- Work to maintain and improve regulatory compliance in all areas of responsibility.
- Maximise opportunities for cross-selling and up-selling

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## Other responsibilities

- Support sales projects by making calls to existing and potential centres with a focus on selling TQUK products.
- Support Business Development team in booking appointments for current centres.
- Establish and maintain excellent product knowledge with an overview and understanding of the wider education sector.
- Providing regular reports on activity to Operations Manager

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## Key requirements

- Have excellent verbal and written communication skills
- Be organised and able to prioritise your workload

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- Be driven to meet deadlines to promote customer service
- Be dedicated to providing world class customer service
- Be able to think on your feet and respond to customer demands and solve problems
- Be prepared to work in a regulated environment with a constant eye to maintaining and improving regulatory compliance.
- Be comfortable working to set standard operating procedures.
- Be comfortable in working towards weekly and monthly targets
- Be comfortable in working with minimal supervision

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### Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a "can do, will do" attitude
- Be well motivated, enthusiastic and able to work on your own initiative
- Be able to have fun!
- Work well with others
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business