

The Company reserves the right to change or amend both job title and specific duties as required in order to meet changes in the Company's business plans etc.

Job title: Customer Sales and Service Consultant

Reports to: Customer Sales and Service Manager

Summary of job:

To consistently exceed the expectations of your customer, ensuring mutual success. To represent Assurity Consulting in a professional and competent manner at all times, complying with your contract of employment and company policies. Sell services and deliver workplace management solutions to prospects and customers. Work to agreed specifications, maintaining and developing relationships and actively pursuing and securing new business. Keep accurate, up to date records and effectively communicate all customer expectations and business activities.

Responsibilities and duties:

General

1. Represent Assurity Consulting in a professional and competent manner at all times.
2. Comply with your contract of employment and company policies.
3. Be accountable for the effective use of working time to meet objectives agreed each year with your Customer Sales and Service Manager.
4. Understand and be conversant with the Assurity Consulting business plan.
5. Attend meetings.
6. Maintain and care for equipment, ensuring calibration at appropriate intervals.
7. Understand and comply with the Assurity Consulting quality standards. Adhere to the Assurity Consulting ethos of 'right first time'

Commercial Responsibilities

1. Secure new business from existing customers and prospects.
2. Assist in the research and development of new services and new markets.
3. Understand the markets in which Assurity Consulting operates and the solutions and services we provide.
4. Research targeted prospects.
5. Generate sales leads and appointments by telephone, from targeted prospect list.
6. Follow up leads generated by prospect list, referrals, existing customers and marketing initiatives.
7. Produce and present proposals to customers and prospects.
8. Develop new customer accounts into repeatable business.
9. Communicate effectively the customer requirements to your colleagues to ensure you exceed customer expectations.
10. Network at marketing and industry events to build new relationships.
11. Present at marketing and industry events to promote our services.
12. Research and record competitor activity.
13. Ensure that you remain current with competitor capabilities for all Assurity Consulting services at all times.
14. Practice and role play commercial situations to improve competence and confidence.

Service delivery

1. Schedule and adequately prepare for site visits.
2. Undertake site visits.
3. Analyse and interpret your visit findings and compile a clear and concise report for your customer.
4. Personally present all Assurity Consulting reports.
5. Provide competent advice to customers on areas relating to Workplace, Health, Safety and Environmental issues.
6. Fulfil the requirements of the Assurity Consulting customer service level agreements.

Account Management

1. Spend the appropriate amount of time with each customer to form and develop relationships.
2. Ensure the service delivery to each customer is within contracted specifications and meets customers' expectations.
3. Regularly obtain feedback from customers on levels of satisfaction with current scope of service and on any new areas they need support with.
4. Ensure the successful completion of contract reviews within the appropriate time frames.
5. Produce and update your customers' organisational profiles to maximise commercial opportunities and anticipate commercial threats.
6. Undertake large account management planning analysis to identify commercial opportunities.
7. Arrange for customers to visit Assurity Consulting and utilise the laboratory tours and business services presentations to further develop customer relationships.
8. Renew customer contracts on time.
9. Keep your customers happy.

Administration

1. Keep accurate, up to date notes and records on our Customer Relationship Management system (CRM).
2. Ensure planned site visit dates are accurate and updated regularly.
3. Ensure details relating to sites, contacts and companies are accurate and updated regularly.
4. Ensure detailed notes from all conversations with customers and prospects are taken and that these are added accurately to our Customer Relationship Management system (CRM).
5. Preparing detailed proposals as per request from customers and prospects.
6. Preparing all required information prior to each monthly review meeting.
7. Ensuring your outlook diary remains up to date at all times with all activities and that your support co-ordinator is aware of your location at all times.
8. Complete all actions outlined on your CRM dashboard within agreed time frames.
9. Write a status report of all outstanding work activities before any annual leave and submit to your manager.
10. Ensure all reports are right first time.