

Customer Services Executive

Hours:	9am-5pm
Responsible to:	Sales Manager
Salary:	£19,000
Location:	Ashford

Social Enterprise Kent is a respected organisation providing high quality training and community support within Kent. As a key member of the team, you will manage daily sales and training activities, as well as generating new commercial leads and managing existing customers.

The role will be based in our Ashford office; however, you will be required to work from our Margate office from time to time, also occasionally to support other training venues in Kent where needed. Early or late working may be required occasionally to meet customer needs, this will be agreed in advance.

Main Duties and Responsibilities

- Research leads for follow up appointments by the company's Sales Manager and Director of Learning
- Manage the end to end booking process, helping organise trainers, venue bookings, training materials.
- Maintain the training sales database (Salesforce) and develop processes to improve the customer's booking experience. Develop Salesforce reporting process for training activities
- Ensure excellent customer service is given to customers, and that you are the 'go to' person for any enquiries. Manage customer feedback and identify any areas for improvement or praise to escalate to the Sales Manager
- Managing training resources (eg: IT resources, refreshments, training materials)
- Preparing weekly sales reports for the directors
- Supporting with trade fairs and exhibitions and other B2B and B2C events
- Forward plan training 3-6 months in advance, checking on course popularity and customer needs
- Support with sales and marketing, including social media and researching new promotional areas and courses
- Manage course attendance and certificates
- Ensure booking confirmations, course materials, invoices and feedback forms are sent to customers
- Provide administrative support to the wider training team as required.

- Monitor course feedback to ensure areas for improvement are identified and good practice is built upon.
- Helping to meet business and sales plan targets
- Helping with general office administration
- Liaising with Finance Manager to ensure all sales and invoicing information is provided to enable timely reporting and billing, and following up on customer payments

	Minimum	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE English • Level 3 qualification in Customer Service, Business Administration or similar 	
Experience	<ul style="list-style-type: none"> • Strong administrative experience • Knowledge of Salesforce CRM or equivalent 	
Skills and Abilities	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent customer service skills • Good IT skills, confident with Emails, Outlook, CRM and databases • Good at building relationships, face to face and on the phone • Strong organisational and planning skills • Able to manage own workload • Excellent organisational skills and attention to detail 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of training and employment courses and qualifications 	
Personal Qualities	<ul style="list-style-type: none"> • Attention to detail • Team player • Committed to achieving • Customer focused • Can do attitude • Must be car driver due to need to travel to venues across Kent 	