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Customer Experience Lead – £28-£45K

Description

Demonstrate experience from the Restaurant, Catering or the Hotel industry.

- Location: South / Midlands – mostly home based
- £28,000 – £45,000 Basic Salary – pending on experience and track record
- Performance & company bonus
- 3 to 5 years of experience & proven track record required.

Background:

My client is a highly reputable brand, one of the best in the UK for its niche focus and are experiencing immense growth on annual basis offering Hotel, Restaurant & Catering; HORECA industries a wide range of hydrating beverage solutions. We are interested in hearing from candidates that can demonstrate customer experience through account management and marketing with a genuine interest to be part of the current expansion and brand building journey.

This is what you will be doing:

- Deliver excellence throughout the customer experience process
- Be the point of escalation for customer queries and complaints across all channels
- Handle escalations and resolve them according to internal framework
- Offer ideas and solutions to ensure branding excellence
- Work with each account and manage their needs and expectation
- Manage key accounts and assist according to their needs
- Be exceptionally sensitive to customer communication and understanding their needs
- Share insight and information with internal key stakeholders
- Offer and build brand strengthening initiatives
- The role is home / field based but you are required to be present at company HQ once a month
- Engage clients via Teams, Zoom, Emails and Phone or face to face where required

You must be able to:

- Influence stakeholders and demonstrate a high level of emotional intelligence
- Analyse and solve complex problems
- Think critically, develop alternative solutions and take ownership of resolutions

Employment Type

Full-time

Beginning of employment

Immediate – interview in 1-3 days subsequent to CV submission

Duration of employment

Permanent

Industry

Hotel; Restaurant; Catering

Date posted

May 6, 2024

- Take ownership of the customer journey
- You thrive within a fast-paced environment and willingness to grow your career
- Strong organisational, relationship management, and influencing skills
- Build trust with customers and handle sensitive issues with empathy
- Show resilience in the face of high volumes of queries and complaints
- Monitor progress of accounts and set challenging goals for yourself
- Collaborate with others and create a respectful and helpful working environment
- Communicate effectively with customers and other team members
- Show an innate desire to provide an exceptional experience for all customers
- You are able to work on your own, and maintain daily contact with HQ

Qualifications:

- Experience in a Customer Service environment
- Experience in Customer Engagement Excellence
- Expertise in handling escalations and resolving customer complaints
- Key account / BD / Sales related experience or exposure to
- Ability to adapt to change and uncertainty positively
- Formal complaint handling training (desirable)
- Social Media customer service experience (desirable)

About You & the Role:

This role offers a wonderful combination of key account management, customer service & brand ambassador responsibilities. Therefore you are able to showcase excellence in your capacity to engage customer engagement throughout the customer journey. And demonstrate exceptional interest in being part of a business that is building an outstanding brand.

If you are interested in this role, send us your CV now.

Job Type: Full-time

Pay: £28,000.00-£45,000.00 Basic Salary

Benefits:

- Work from home & field base, meet once a month at HQ

Schedule:

- Monday to Friday

Supplemental pay types:

- Bonus

Application question(s):

- Do you have any Hotel, Restaurant or Hotel experiences

Experience:

- Customer Engagement Lead experience
- Restaurant, Hotel and Catering
- Proven Performance

Licence/Certification:

- Driving Licence

Work Location: Home / Field & attend company HQ once a month

Email your CV: enquiry@pharmakiagroup.com