

POSITION: Customer Account Administrator

COMPANY: Regatta Ltd

REPORTS TO: Customer Support Manager

BUSINESS DIVISION: Sales

Role Purpose: *How the role will add value. An overview of the role and the purpose of the position within the company and department.*

The role of Customer Account Administrator is to manage daily activities for the Professional/Industry work wear accounts, ensuring total customer satisfaction. This role also provides a first-class service and administrative support to the sales team.

Impact: *Expectations in the role*

Managing customer orders

- Close work alongside the sales team with daily activity managed, including orders inputted, stock shortages communicated, and delivery dates advised
- Orders processed with the Warehouse and delivery dates met
- Stock delays monitored and reported on, with Imports team
- The professional orders inbox managed effectively
- Customers identified and contacted for order integration

Customers

- Customer profiles maintained on internal systems
- Seasonal price lists maintained and all price changes in season updated and recorded
- Internal query system actioned with all credits up to date
- Calls taken and queries dealt with in a professional and courteous manner

Entrepreneurial: <i>Our golden rules of business excellence</i>	Relentless Customer focus	Look after and understand all our customers so well that they always choose our brands first.
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Product

- Specification sheets created and maintained for all new and existing products twice a year
- Marketing and product team worked alongside, with all information gathered and master documents created for internal and external use

Performance Indicators: *Measurable outcomes*

- All orders sent up to 4pm must be on the system the same day
- Internal queries must be dealt with and cleared on a weekly basis

Values Framework:

Have very high standards	'Excellence is not an act, it is a habit', it is a habit acquired by continuously improving.
Take Responsibility	Recognise opportunities and problems early and own them. See things through to the end, deliver on promises and spend money wisely.
Be Creative	Think big, experiment & innovate.
Can Do attitude	Aim for inspiring, decisive & positive action
Analyse thoroughly	Search out the facts and underlying data. Keep asking Why.
Welcome Change	As our business evolves, change is the only thing that we can guarantee will happen, so remain flexible; champion and embrace change.

Great Relationships: <i>Treat everyone - colleagues, customers and suppliers as you would like to be treated. Be great to work with, always kind, courteous, considerate, and respectful.</i>	Trusted	Be highly thought of, have humility and be self-aware. Recognise your weaknesses and other peoples' strengths and always be direct, open and fair.
	Be part of a diverse and ambitious team	Talented people like working with other talented people
	Communicate strongly	A great company needs great communication. Listen, share, and always think 'Who else should know?'
	Be collaborative	Be part of a bigger team and always try to see the bigger picture and put yourself in your colleagues' shoes.
	Be honest, ethical and sustainable	Do the right thing

Relationships: *Crucial stakeholders to collaborate with, influence and work alongside, internal & external*

- Sales Team
- External customers
- Imports team
- Marketing
- Product

People Management: *Creating high performing teams*

- No direct reports in this role

Other Significant Role Requirements & Technical Knowledge: *(Please bullet point all necessary, fields can be added or removed where required)*

Industry Understanding & Involvement	<ul style="list-style-type: none"> • Understanding of Logistics is beneficial
Experience	<ul style="list-style-type: none"> • Accurate data entry • Customer service & Administration
Skills/Attributes	<ul style="list-style-type: none"> • Ability to prioritise workload • Effective communicator • Strong work ethic & positive 'can-do' attitude • Self-motivated and pro-active • Excellent time management • Thrives in a fast-paced work environment and able to juggle conflicting deadlines and priorities • Meticulous attention to detail • Able to forge excellent working relationships with customers, sales force and colleagues
Relevant systems	<ul style="list-style-type: none"> • Intermediate/advanced Microsoft Excel skills
Compliance & Legislation	<ul style="list-style-type: none"> • Awareness of GDPR

This document sets out the deliverables and expectations of the role at the time of appointment. Details are not all-inclusive and job requirements may change and evolve over time. Individuals are expected to carry out tasks and responsibilities of the job in an appropriate manner in line with company values and as required to deliver the performance indicators for the role.