**The Highfield Group**
Job Description

Corporate Customer Support Officer

**Document Control**

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# JOB DESCRIPTION

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| Job Title | Corporate Customer Support Officer |
| Responsible to | Corporate Customer Support Manager |
| Responsible for | Day-to-day support for a portfolio of corporate clients. Duties to include, but not limited to, client relationship building, processing sales orders, upselling/cross selling, promoting new products and services, spend tracking and reporting. |

# JOB PURPOSE

Deliver high levels of customer service to corporate centres, as well as acting as the main point of contact for the centres promoting business development through first class customer service.

# MAIN RESPONSIBILITIES

Establish and maintain strong working relationships with clients to ensure repeat business

Adhere to all internal processes and procedures required to deliver business services

To ensure reports meet the required standard and are delivered within an agreed timescale

To engage with Corporate Centres to maintain the highest levels of customer service and support

To promote Highfield values with emphasis on Integrity and Customer Service

Offer an end to end service that meets the needs of all clients

Working with all members within HABC to ensure all regulatory requirements are fulfilled and HABC is recognised as a best practice Awarding Organisation by Centres and regulators alike.

Generating new business through existing Centres by cross-selling and up-selling where appropriate.

To undertake support visits to customers when required, including but not limited to, website training, service level reviews, keeping in touch meetings and attendance at quality support visits.

Process sales orders accurately and efficiently.

Attendance at HABC CPD events, internal and external training sessions when required.

To fully understand the needs of your corporate centres.

# ESSENTIAL SKILLS AND EXPERIENCE

Demonstrable communication skills at all levels

IT literate

Good influencing and relationship management skills

Excellent time, people and resource management/organisational skills

Excellent written and oral communication skills

Excellent interpersonal manner

Demonstrable ability to work from own initiative and as part of a wider team

Demonstrable word processing, spreadsheet and email skills

Craves a challenging yet rewarding environment to work in

A full, clean driving licence is desirable

# THE HIGHFIELD GROUP WAY OF WORKING



# THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.