


Job Specification


Position	Customer Service Executive
Reporting to	Customer Service and Fleet Manager
The Company	<p>Brigade Electronics, established in 1976, is at the pinnacle of commercial vehicle and mobile plant safety. A founder and innovator of sensing and monitoring systems that have helped save countless lives across the globe for over forty years.</p> <p>Whilst our portfolio can be emulated, our commitment to vehicle safety, our reliable, trusted products and our dedicated team of experts, cannot. We invest in people as well as technology. Everyone in the Brigade family understands the life-changing significance of the products and service we provide and the importance of outstanding systems that work in the most demanding of situations.</p> <p>The Brigade Group organisation is based in the UK and has subsidiary companies in the USA, Canada, Germany, France, Italy, The Netherlands and Poland, and selling in to over 80 countries world-wide via our National Distributor network.</p>
Purpose of Role	To support both the Customer Service team and UK Fleet Contracts. This will involve supporting BDMs as they aim to win new contracts and developing relationships with customers across the board.
Key Responsibilities	<ul style="list-style-type: none"> • Provide exceptional customer service, dealing professionally, empathetically and efficiently with incoming UK orders, queries and complaints. • Use customer contact, as appropriate: <ul style="list-style-type: none"> - To learn more about the customer's business and better understand needs and requirements. - To introduce new product initiatives. • Be the first point of contact for a discreet group of customers. This will include a mixture of Body Builders, distributors, Brigade Service Partners and end users. • Understand and support new business initiatives as the UK develops in order to win and retain new business – e.g. MDR Services

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	<ul style="list-style-type: none"> • Provide exceptional customer service in supporting key UK fleet contracts, dealing professionally, empathetically and efficiently with incoming telephone orders and queries. • Communicate and co-ordinate with the customer, 3rd parties (e.g. fitters) and internal departments (Sales, Operations, Customer Services, Engineering) in order to deliver fleet contracts successfully. • Maintain core system (Navision and CRM) and other systems to ensure records are in order and are kept up to date
<p>Key Tasks, but not limited to</p>	<ul style="list-style-type: none"> • Accurate processing of orders in a timely manner, handling any special instructions as appropriate. • Processing of customer returns. • Support the field sales teams in providing quotes and documentation as required and arranging vehicle fittings. • Achieve a thorough understanding of all Brigade's products and services and keep up to date with market developments. • Build positive and productive working relationships with key 3rd party fleet contacts • Support the delivery of larger fleet contracts by co-ordinating and processing their roll-out post-sale, including: <ul style="list-style-type: none"> - Accurate processing of orders in a timely manner, handling any special instructions as appropriate. - Handling of customer pricing, stock and product technical or application queries. - Arrangement of fittings as appropriate • Proactively solve problems that may arise and carefully manage customer expectations throughout • After contract roll-out, support sales by maintaining ongoing relationships with customers to enable future up-/cross-sell business

Person Specification

Essential	Desirable
<p>Education & Training</p> <ol style="list-style-type: none"> 1 Professional Customer Services training 2 Higher education qualifications 	<ol style="list-style-type: none"> 1 Relevant degree 2 Customer Services specific qualifications
<p>Experience and Skills</p> <ol style="list-style-type: none"> 1 3+ years proven customer services experience 2 International experience 3 Strong organisational and time management skills 4 Use and development of customer services systems 5 Effective inter-departmental worker 	
<p>Personality and Motivation</p> <ol style="list-style-type: none"> 1 1. Self-motivated and proactive 2 Demonstrates initiative, enthusiasm and positive approach 3 Takes full responsibility for the quality of own work 4 Creative problem solver 5 Strong customer orientation 6 Flexible approach, able to handle multiple projects and prioritise accordingly to meet deadlines and targets 7 Team player 8 Constant desire to improve on the status quo 	

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Interpersonal Skills 1 1. Excellent command of the English language 2 Confident presenter to internal and external audiences 3 Inspires trust and respect 4 Helpful and approachable	
Communication & language skills 1 1. Excellent communication skills with the ability to express oneself easily with customers, management and colleagues	
Other requirements 1. Innate time manager. 2. Flexibility to work beyond normal business hours when required.	

Employee Signature: _____

Date: _____