

Job Title: Customer Retention Co-ordinator

Reporting to: Telesales Manager

Location: Bury

The Mailing Room

Since 1998, we have specialised in the supply and maintenance of franking machines, mailroom equipment and consumables, establishing ourselves as independent market leaders. Our philosophy is that an employee should enjoy coming to work and be able to have fun, whilst providing great customer service.

Job Purpose

We're looking for a hungry, forward-thinking, target-driven, Customer Retention Co-ordinator to consistently offer the best experience to our customers. Expect to be handling all sorts of queries from customers who may be coming towards the end of their contract or from those who are looking to cancel or upgrade. It will be your responsibility to take ownership, get to the bottom of any issues the customer may have and work to retain them.

Key Responsibilities

You'll need an excellent telephone manner with great communication skills and the ability to listen and ask the right questions, to really understand what's driving the customer to potentially look elsewhere. Then there's something a little more inbuilt - with empathy and rapport you need to swiftly develop a relationship with any customer – that's what excellent service is all about.

- Be a contact for any customer notifications to cancel or any requests for information
- Work closely with our customer services team to ensure the process is followed correctly
- Work closely and assist our Account Managers to enable the best outcome every time for our customers
- Assist with any company projects that maybe required such as 'swap outs' or analogue to LAN, to retain and safeguard our customer base
- Sell to customer enquiries that you will receive through the website / phones from low usage customers

Continued overleaf...



Authorised
independent inspector and
maintainer of franking machines



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Competencies & Behaviours

- Previous experience in either Customer Services / Retentions / First level Sales, is desirable
- Customer service focussed
- Able to work under pressure and multitask to achieve results and targets
- Strong organisation, prioritisation and time-management skills
- Strong quality approach with attention to detail and the ability to work both independently and within a team
- Excellent interpersonal and communication skills, with a strong desire and ability to interface and build strong relationships
- Organised, self-motivated and conscientious
- Ability to prioritise work load, work under pressure and to strict deadlines whilst maintaining accuracy
- Ability to adapt to individual and operational change in a diverse and fast-paced organisation
- High level of integrity and trust
- Positive attitude and proactive, driven behaviour
- A good working knowledge of Excel and Word

Other Requirements

5 GCSEs A-C including English and Maths

Benefits

- Salary will be competitive and in line with market rates plus attractive OTE
- 20 days annual holiday plus statutory bank holidays
- Life assurance
- Pension

Regardless of your background, this role is all about your personality and behaviour, as we'll provide you with all the training you need. So if you feel you have the drive and determination to become a successful Customer Retention Co-ordinator, apply now via recruitment@themailingroom.com



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