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| ROLE Title: | | Inbound B2B Sales & Service executive | Date: | June 2021 |
| ROLE Code: | | B6 | Business Unit: | SME Contact Centre |
| Job Family: | | SME, Consumer Roadside Operations |  |  |
| **Role** | **Need to Do** | | **Need To Know** | **Need to Be** |
| **Role Purpose:**  The purpose of the Inbound Sales & Service Executive is to liaise with B2B customers to deliver exceptional and compliant member experience that results in businesses choosing to join, renew and remain with the RAC.  **Non-financial:**  Working hours will usually be Monday – Friday, subject to weekends based on business demand.  **Reports to:**  Team Manager  **Relationships:**  Internal:  Director of Contact Centres, SME Operations Manager, Real-Time, Planning & forecasting Team, Training Team, Adherence Manager, Customer Care Team, Billings & Collections and breakdown operations.  External:  RAC Customers | **Outcomes**  **Key Deliverables:**   * To deliver exceptional service to our members through up-to-date regulatory compliance and knowledge including, but not limited to, FCA, IDD and GDPR, ensuring we have the member at the heart of everything we do * Effectively engage with businesses who are thinking of joining, renewing, or leaving us, reviewing their needs and reasons for leaving while positively promoting our differences versus competitors * Generate new business opportunities, using specialised tools to promote RAC products to meet the members’ needs * Following up with new and renewing members who have received quotations, managing the end-to-end journey of onboarding customer account details to ensure the right outcomes are achieved * Upselling where possible and ensuring existing members are aware of the full range of services on offer to meet their business needs     **Customer Service:**   * Providing great customer service to our members through keeping accurate, up to date record and proving basic customer service responsibilities * Effective handling of all customer requests where you have the system knowledge and capability * Take ownership of resolution including complex customer service request which may include customer complaints, fleet management assistance, multiple transactional changes, email communication and invoice queries from both customer and internal departments * Strong understanding of ledger management to support invoice and payment queries   **KPIs:**   * Key performance indicators for acquiring and retaining members through adherence to shift schedule, in a business-to-business environment, to achieve the business sector targets and budget * Consistent achievement of personal and departmental performance metrics in line with organisational targets * All KPIs will be set by department manager and communicated monthly   **Regulatory:**   * Completion of annual regulatory essential learning and ongoing CPD, to ensure clarity and knowledge of personal responsibility to demonstrate compliance as a RAC Colleague * To deliver exceptional service to our customers through up-to-date regulatory compliance and knowledge including, but not limited to, FCA, IDD and GDPR, ensuring we have the customer at the heart of everything we do   **Multi-skilled:**   * Demonstrating flexibility and agility through movement across departments and telephone lines as required by the business, and when required to do so, undertake additional activities required, which may include inbound calls from other departments. When doing so, deliver against the metrics and processes for that area   **Personal Development:**   * Bring to life the RAC values in everything you do * Take responsibility and accountability for your own learning, standards of performance and attendance, whilst being open to feedback and support while acting on the recommendations agreed * Excellent RAC product knowledge and awareness of our competitor offers and objection handling skills, to provide accurate facts to secure sales; maintaining this through keeping updated daily on briefs/training aids and taking ownership for completing your own research on products/competitors * Demonstration of correct process when requesting time off and following the correct process for reporting absence and lateness | | **Skills/Knowledge /Experience**   * Previous experience in a B2B sales and service environment * Customer focused * Excellent listening and communication skills * Self-motivated and a self-starter * Target driven, results focused and attention to detail * Resilient and determined * Desire to improve based upon feedback * Passionate about RAC, our products & brand * Dynamic, flexible and adaptable to change * Excellent interpersonal skills * PC literate, good numerical and literacy skills * Excel literate   **Qualifications/FCA:**   * Experience within customer facing or contact centre sales and service role is desirable * Educated to GCSE/O’Level standard, to include maths and English in grades A\*-C | **Core competencies:**   * Achievement Drive Level (2) * Customer Focus Level (2) * Continuous Improvement Level (1) * Developing self and others (1) * Interpersonal & Influencing Level (2) * Team working level (1)     **Need to exhibit behaviours consistent with RAC core values:**   * **Handle It together**   We work as one team; showing trust, respect, fairness and integrity   * **Exceptional Service**   We deliver excellent results and service every time   * **Raise the Bar**   We always look for new ways to be even better   * **Own It**   We are empowered to take action |

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