

<b>Job Title:</b>	Client Administration Executive	<b>Location:</b>	Office Based
<b>Department / Team:</b>	Contracts & Pricing	<b>Reports to:</b>	Client Executive Team Leader
<b>Employment Status:</b>	Permanent	<b>Salary:</b>	£Competitive

**Job Summary:** Working within the Contracts & Pricing team the Client Administration Executive is responsible for providing administrative support to Sales and Client Leads in order to deliver a high quality customer service to clients.

- Principal Duties:**
- Provide a fast, efficient response to all external or internal queries including liaising with suppliers, clients and colleagues.
  - Provide administrative support to Sales and Client Leads to ensure all necessary documents and reports are provided on time including checking site and client data is correct on CRM and database systems, updating clients regarding the tender process, obtaining any missing data and following up for acceptances.
  - Build effective relationships with suppliers to ensure queries are dealt with as quickly and efficiently as possible.
  - Undertake client visits with Client Leads as part of relationship development with clients where appropriate.
  - Prioritise work to ensure customer service levels are met.
  - Process all new business including setting up new accounts or sites and preparing them for tender.
  - Keep the CRM and database system up to date, proactively following up anything outstanding and liaising with relevant personnel to ensure effective channels of communication are maintained.
  - Identify and update the system with site acquisitions or site vacations.
  - Source, negotiate and analyse supplier offers for contract renewals.
  - Produce detailed and relevant analysis and take accountability for self-checking to ensure accuracy, providing resolution to anomalies identified.
  - Report any complaints following the agreed internal process.
  - Keep abreast of industry developments, particularly in the area of energy supply contract procurement and maintain understanding of all services the Company has to offer.
  - Support the wider needs of the business as and when reasonably required.

**Minimum Qualifications:**

- Educated to a higher level or degree level or equivalent (Desirable)

**Key Competencies:**

- Experience in a similar Utilities/Customer Service role and knowledge of energy procurement, and supplier processes (Desirable)
- Experience in handling a wide range of queries by telephone and email (Desirable)
- Excellent communication skills both written and verbal
- Excellent customer service skills and ability to develop strong client relationships
- Able to prioritise own workload, work quickly under pressure, and react to unexpected variances in demand
- Computer literate with strong MS Office (particularly Excel), MS Outlook skills
- Use of database systems (Desirable)
- Positive, professional and focused work ethic
- Flexible and active team player

**Work Environment:** Employees are required to carry out their duties in accordance with the Company Health and Safety policies and procedures.

This job description reflects the position at the present time and should not be regarded as exclusive or exhaustive. There may be other duties and requirements to be carried out.