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| Role Title: Member and Customer Development Executive |
| **Reports to:** Member and Customer Success Manager  **Accountable to:** Head of Member and Customer Engagement  Hours: 35 hours per week, exclusive of meal breaks, plus as many as required to fulfill the needs of the post  **Grade:** 4  **Location:** Office Based, Futures Place, Stevenage |
| **Setting the Scene:**  The Member and Customer Development Executive will play a pivotal role in ensuring the delivery of success and satisfaction to our members and customers.  The Member and Customer Development Executive will proactively engage with potential and existing members and customers, primarily through outbound and inbound telephone calls. The Development Executive will focus on identifying the member and customer needs, presenting suitable product or services and closing opportunities effectively. By delivering an exceptional customer service and leveraging excellent communication skills, the Development Executive will play a vital role in contributing to the overall success of the team sales and retention targets.  **Our Five Behaviours**  You will seek to bring our behaviours to life in all that you do:   * I include Everyone * I do my very best * I take full ownership * I work well with others * I openly communicate   **Key Accountabilities** (not necessarily in priority order):   * Proactively contacting new and existing members and customers from a variety of lead sources, predominantly by telephone, email or SMS. * Strive for advancement through continuous professional learning, training and development, and ensuring the active engagement of members and customers to fully understand their requirements and to appropriately position IET products and services. * Achieve weekly and monthly activity targets, as set by the Success Manager. * Ensure Service Level Agreements are met against relevant products and services. * Deliver a seamless implementation and onboarding experience for new members and customers ensuring full awareness of all IET products and services. * Where processing applications for IET membership, assess eligibility and elect to most relevant category. * Act as an advocate for members and customers within the IET, voicing their concerns and highlighting their successes or hurdles to internal stakeholders. * Collaborate closely with key internal stakeholders to align customer experience initiatives with broader organisational and strategic objectives, conducting regular reviews where necessary to assess opportunities and challenges. * Track personal lead performance metrics, with a focus on customer satisfaction and conversion rates, including onboarding, retention, and upselling opportunities. * Process and manage sensitive customer information, including payment information for various products and services, with a high level of accuracy. * Attend and represent the IET at relevant events where required. * Complete any other duties at the request of the Senior Management as is reasonable as per the skill and experience of the post-holder. * Independently execute a diverse range of tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.   ***Skills and experience required***   * Previous experience in a Customer Service or Sales role is essential; experience within a Professional Membership Body, or similar is highly preferred. * You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders. * You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently. *Experience in processing payment details or handling highly sensitive information.* * You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere. You'll be a strong team player with the ability to work independently and take initiative when required. * You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.   This role description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.  It’s the expectation that you will understand and keep up to date with IET mandatory policies, including data protection and data handing, as well as current Healthy and Safety policies, undertaking any training updates as needed.  **June 2024** |