

## THE AGRICULTURAL TRUST

### JOB DESCRIPTION

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| <b>JOB TITLE:</b> Customer Support Executive   | <b>DEPARTMENT:</b> Circulation and Marketing |
| <b>REPORTING TO:</b> Customer Service Manager  | <b>CONTRACT TYPE:</b> Permanent              |
| <b>WORKING ARRANGEMENTS:</b><br>37½ hours per week. Office hours are normally from 9.00am to 5.30pm, Monday to Friday, but may vary by arrangement with the Customer Service Manager, the Circulation, Sales and Marketing Manager and / or the Editor & Chief Executive in accordance with business requirements.   |  |
| <b>OVERALL PURPOSE OF JOB:</b><br>To provide a professional and prompt, top class customer experience for the organisation's customers. This role will involve assisting and resolving customer queries, processing orders, educating customers about our products, services and offerings plus outbound subscription telesales calls.   |  |
| <b>KEY TASKS:</b> <ul style="list-style-type: none"><li>• Resolve customer queries from multiple sources – Phone, social media, email, post and events.</li><li>• Technical support for our digital customers – e.g. app and desktop logins</li><li>• Follow up customer queries within a 24-hour period and ensure maximum customer satisfaction.</li><li>• Subscriber Management: Setting up subscriber accounts, organizing renewal letters, invoicing, lodging payments, e-docketing, accurate record keeping for ABC/Accounts</li><li>• Make outbound calls on behalf of the organisation's titles to subscribers (renewals/lapsed/new leads)</li><li>• Achieve KPIS set for subscriptions growth in conjunction with the circulation, marketing and digital team.</li><li>• Developing plans and initiatives to both retain and add new subscribers.</li><li>• Fulfil back issue requests, process store payments and organise refunds as required.</li><li>• Archive management - ensuring bound copies are kept for each title.</li><li>• Gain a superior knowledge of our products and services.</li><li>• General administrative support as required for the Department.</li></ul> |  |
| <b>SKILLS &amp; EXPERIENCE REQUIREMENTS:</b> <ul style="list-style-type: none"><li>• 6-12 months customer service/sales experience essential</li><li>• Strong communication and English skills with a proactive and positive approach to tasks</li><li>• Effective team player who is able to also work independently</li><li>• Multitasking skills- ability to log calls and process customer orders simultaneously</li><li>• MSOffice skills: Word, Excel, Powerpoint</li><li>• Experience of databases, particularly CRM, an advantage</li><li>• Data entry experience</li><li>• Typing speed of 40wpm approx</li><li>• Professional, friendly and confident phone manner</li><li>• Farming / rural background desirable</li></ul>  |  |
| <b>OTHER FEATURES OF JOB:</b> <ul style="list-style-type: none"><li>• Responsibilities are flexible and may be changed and / or added to in accordance with business requirements.</li><li>• The role-holder will be required to work on any project that the Customer Service Manager or Circulation and Marketing Manager may reasonably delegate at any time and, if necessary, to work as part of The Agricultural team on any publications/tasks as required.</li><li>• Availability for travel if required.</li></ul>  |  |