

# Customer Engagement Coordinator

**Location:** Hybrid

**Hours of work:** 37.5 hours per week

**Reports to:** Head of Customer Engagement

## A bit about us:

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

## Overall Responsibilities:

We are seeking a highly organised and proactive coordinator to support our Customer Engagement Managers. The ideal candidates will play a crucial role in enhancing customer satisfaction and engagement by providing administrative and operational support. This position requires excellent communication skills, attention to detail, and the ability to multitask.

## Main Areas of Responsibility:

- Assist the Customer Engagement Managers in daily operations and administrative tasks
- Coordinate and schedule customer services consultants and developers and monitor small projects to completion
- Coordinate customer training sessions and workshops
- Prepare and manage reports and presentations
- Maintain and update customer records and databases
- Support the development and implementation of customer engagement strategies
- Support the internal systems team with business systems and process improvements by testing new releases and feeding back

- Document and update processes and procedures
- Collaborate with various departments to ensure seamless customer service
- Monitor and report on customer feedback and engagement metrics
- Perform other duties as assigned by the Customer Engagement Managers

### **The Person**

You will be someone who is passionate about providing excellent customer service in a fast fast-paced environment with a desire to work in a dynamic and innovative company.

If this is you then you might be the perfect fit for Technology Management's Support Team.

### **Experience**

- Previous experience with either resource planning/project planning/scheduling or customer service/sales support.

### **Communication**

- Ability to work effectively in a team environment.
- Exceptional customer service, communication and interpersonal skills, both written and verbal.
- Confident and collaborative with a courteous and professional attitude

### **Skills**

- Strong IT skills including Teams, Excel and MS Project
- Proactive and flexible in your approach
- Highly organised including efficient time management and prioritisation with the ability to work under pressure.

### **What we offer:**

- A competitive salary depending upon experience
- Competitive annual leave that includes an entitlement to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Pension scheme: eligible to join the company pension scheme 3 months after your start date with matched contributions up to 3%.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment
- A chance to work with some of the most talented and innovative people in the industry

- A continuous learning and development program, with opportunities to grow your skills and career

### **Diversity and Inclusion**

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career, by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

*We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.*

**You must have the legal right to live and work in the United Kingdom.**