

Job title	<i>Account Handler</i>
Reports to	<i>Account Manager</i>
Location	<i>Knowsley</i>
Key interface	<i>Account Manager Client Management Team Warehouse & Operations Teams Account Handling Colleagues</i>

Job purpose

- To provide excellent client care and service to all external and internal inquiries.
- Responding in a timely and efficient manner to all enquiries, to ensure Clients' expectations are met & exceeded
- Promoting a positive client experience of Seko.

Key duties and responsibilities

- First point of contact for all client enquiries
- Responsible for logging, progressing and resolving client enquiries & concerns within agreed timeframes
- Producing client reports (KPI) in line with their requirements on a daily/weekly/monthly basis
- Dedicated point of contact for named contracts as agreed by line manager
- Escalating, where necessary any potential or unresolved issues to the management team on behalf of clients
- Building & developing excellent working relationships with clients to ensure Seko is the Preferred Logistics Solution
- All associated administrative tasks

Qualifications and key skills

- GCSE or equivalent in English & Maths
- Excellent communication skills both oral & written
- Attention to detail
- Works well under pressure
- Minimum of 2 years in a client services environment
- Good PC skills in all Microsoft Office packages (Essential) & WMS (Warehouse Management System – Desirable)

KPI's

- Responding to clients within agreed timeframes
- Producing KPI Reports as defined by the contract
- Career path to account management

Other Duties

- To apply and practice unit rules and regulations and comply with contractual requirements and handbook policies.
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it.
- Undertake any other duty deemed reasonable by your manager

Working conditions

The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

Office environment

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing, strong command of the English language

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Additional Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.