

Role: Business Relationship Manager

Location: Preston Brook, Runcorn

Nviron is an established provider of IT Services & Solutions serving customers locally and across the UK.

Nviron has an exciting opportunity for an enthusiastic Business Relationship Manager.

We are looking for someone who can establish, build, and maintain TRUST with colleagues, customers, and suppliers, eagerly takes responsibility and ownership to make and keep promises, a dedicated team player with a can-do attitude.

Job Specification

Office based, Full time position.

Responsibilities will include:

- Supporting the Sales Team:
 - Completing sales order processing.
 - Assisting with quotations.
 - Work with suppliers to ensure best pricing is achieved.
 - Provide regular updates on customer activity/feedback.
 - Provide customer continuity during periods of leave/absence.
 - Administration of existing customer renewals and to actively seek opportunity to increase renewable portfolio.
 - Attend customer meetings as required.
 - Assist with customer information gathering.

- Customer Service:
 - Build strong relationships with multiple customer contacts.
 - Answering incoming calls and dealing with enquires until complete.
 - Contacting customers via the telephone to ensure:
 - They are kept informed at every stage of the sales order process.
 - Tracking customer deliveries through to completion.
 - Arranging and confirming scheduling of project related appointments.
 - Welcome service on-boarding calls.
 - Communicating and co-ordinating with all areas of the business to deliver customer desired outcomes.
 - Coordinate with colleagues interacting with the same customer to ensure consistent and excellent service is delivered.
 - Manage customers concerns or complaints through to satisfactory resolution.

- Seek regular customer feedback on all areas of engagement.

Essential Skills required:

- Excellent communication skills with a customer service focussed telephone manner.
- Ability to make things happen and get things done.
- Exceptional organisational skills, particularly organising priorities, and various workloads.
- A good general knowledge of Microsoft Office.

Desirable Experience:

- Previous experience in a similar role.
- Interest in the IT services and solutions industry.

Salary:

- Depending on experience + Monthly commission.
- Excellent opportunity for career development in a multitude of areas.

Benefits:

- Excellent benefit package available, this includes:
 - Excellent office facilities inc, free parking, pool table, Xbox, lunch/kitchen facilities with lounge.
 - Private medical cover. *
 - Company pension scheme. *
 - 25 days holiday + English bank holidays.
 - Holiday buy back scheme. *
 - Annual company target related bonus. *
 - Paid for company social events.
 - Perkbox.
 - Paid for training and investment time. *
 - Childcare vouchers. *
 - * Subject to successful completion of 6-month probation period.

To Apply:

Please apply in writing attaching your up-to-date CV to Ceri Richards via email crichards@nviron.co.uk.