



Customer Experience Manager

Job Purpose

As a Customer Experience Manager, you will collaborate closely with Sales and Operational colleagues to streamline and enhance the efficiency, effectiveness and success of the customer experience. The primary focus will be delivering exceptional service to our clients, suppliers and funders.

Knowledge & Skills

- Excellent verbal and written communication skills.
- Exceptional attention to detail.
- Teamwork and interpersonal skills.
- Personable and self-motivated.
- Industry knowledge and knowledge of finance.
- Excellent knowledge of business finance.
- IT skills and experience of working on CRM systems.
- Analytical skills with the ability to provide reports.
- Effective planning skills and ability to prioritise workloads.

Duties & Responsibilities

- Efficiently manage and coordinate the sales process among clients, suppliers, and funders, demonstrating excellent communication skills, attention to detail, and a sense of urgency.
- Conduct credit searches promptly, prepare finance proposals and liaise effectively with funders and sales teams.
- Generate, arrange and issue all necessary finance documentation accurately and promptly.
- Raise required invoices and ensure timely payments with the sales process.
- Accurately process and record details using CRM systems.
- Capture and maintain comprehensive details of clients, suppliers and funders.
- Generate, build and maintain working relationships with clients, suppliers and funders throughout the sales process.
- Provide outstanding levels of service to all customers and partners.
- Stay up to date with customer needs, expectations and options available.



- Identify opportunities for other products with One.
- Contribute to individual, departmental and business objectives.
- Ensure compliance with all regulatory requirements, standards and company policies.

Initiative & Decision Making

- Decisions are made and actions taken in accordance with defined policies and practices, the individual must have the ability to work following defined policies and procedures.
- Independent action involving the exercise of some judgment and initiative is taken from time to time as required within broad policy frameworks and in accordance with generally accepted practices.
- Ability to work interdependently and part of a team.
- Self- motivated and able to work independently and as a key member of a small team.

Degree of Responsibility

- The Customer Experience Manager can have a significant impact on the performance of the team and business.
- There is no responsibility for resources (people, equipment or money).
- The responsibility for carrying out a range of tasks is important to the effective performance of the team.
- The role carried the responsibility to maintain and develop customer relationships.

Contacts and Communication

- Confidence to communicate effectively with customers and stakeholders, to ensure the best possible service is provided.
- Ability to empathise with customers' needs.
- Use a range of communication methods.
- Interdepartmental communication.
- Strong verbal and written communication skills.

Complexity

- There is some diversity in the work which involves a number of different elements, these are closely related to one another and require the exercise of a range of similar skills.

Apply Now:



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