

## Customer Services Specialist, Pedigree Wholesale Limited

Following exceptional growth, we work through 2021 with an exciting array of projects ahead, including retail stores, e-commerce launch and growth & new distribution sites, in addition to new product development as part of an exciting 5-year vision. To support this, we are looking to strengthen our success by appointing an experienced Customer Services Specialist into our Customer Services Team.

### Overview of Role:

- Manage new customer journey, lapsed spenders and house accounts
- Ability to manage and prioritise workload to consistently achieve sales targets
- Have a flexible and willing approach to change in working processes
- Identify continuous improvement initiatives to benefit the customer, business or team
- Thoroughly understand the company's vision, mission and values and how these translate to Customer Services and your role.

### Job Description:

- Manage the new customer end to end journey with passion to consistently exceed customer expectations in all interactions.
- Only open profitable new accounts which may mean handling difficult conversations with customers when deciding if the account is an appropriate account to open which may include declining the account application.
- Use online portal to manage all new account applications as well as maintaining spreadsheets to support with producing weekly and monthly reporting.
- Manage house account customers ensuring relationships is maintained to the highest standards
- Keep up to date and promote Relationship Manager deals to relevant customers and focus on activities that widen the customer product portfolio.
- Proactively manage a portfolio of lapsed spenders to understand reasons for non-spend and work with wider team to identify ways to reignite spending.
- Answer incoming calls and process query which may include placing an order, arranging a credit or collection or general enquiry.
- Build professional and credible relationships with customers ensuring you diarise call backs and manage expectations.
- Work cross functionally to resolve any customer impacting issues upholding the "celebrating failure" approach and highlight trends/issues that are identified to promote shared learning.
- Problem solve for customer and offer alternatives when products are out of stock or eliminated
- Highlights trends/issues that are picked up through customer interaction to ensure resolutions are in place and learnings are shared
- Generate sales through offering value add products, promotions and upsell activity
- Manage and report to key stakeholders on relevant service levels
- 2<sup>nd</sup> tier escalation-point for issues within the Customer Services Team
- Support Customer Service Manager to build a cohesive and collaborative team
- Deputise for Customer Services Specialist role 2 as required.

### Competency and Behaviours

- Motivated and focused to achieve allocated sales targets
- Be a role model for Customer Service brand and standards both internally and externally supporting customer satisfaction improvements.
- Confident with the ability to be proactive and know when to escalate issues
- Ability to handle difficult conversations with customers
- Ability to manage daily conflicting and demanding priorities
- Demonstrate and live everyday our business values
- Positive and flexible approach and a "can do attitude" – essential

- Good interpersonal skills and ability to build rapport – essential
- Negotiating and problem-solving skills to win business and achieve targets - essential

### **Person Specification**

- Extensive experience in an account management role
- Be able to work on own initiative to deliver business objectives
- Confident in using SAP – desirable
- Proficient in Microsoft office suite, especially Excel – essential
- Ability to communicate in written form to achieve desired results

Pedigree Wholesale is one of the UK's leading distributors of pet and aquatic products into the independent retail sector. Privately owned and financially sound we supply from stock a broad range of over 12,500 products from the leading brands around the world.

### **Role**

Department: Customer Services, Gamston  
 Reports to: Customer Services Manager  
 Work Hours: 37.5 per week  
 Shift Pattern: 8.30am - 5.30pm Monday to Friday and 1 in 3 Sundays 9-2pm with following Friday off  
 Salary: £21,000 - 23,000 per annum

### **Benefits**

- Profit Related Pay based on company profits
- Holidays – 20 + statutory days
- BUPA Healthcare
- Life Insurance
- Auto enrol Pension Contribution
- Discount on Pet Products
- On site staff car parking with electric charging points

### **KPIs**

CS input errors – no more than 4 per period  
 Ensure 75% of new accounts place 3 orders  
 Lapsed spenders – achieve sales target as defined  
 House accounts – achieve sales target as set in budget  
 Promote rep deals each period – sales as set by product

## **PEDIGREE VISION & VALUES**

### **Vision**

Our passion for pets drives us to offer pet owners the highest quality, best value products through great retailers who care.

### **Values**

**Love our customers:** Our business is built on customer satisfaction and loyalty. We want our customers to love working with us, value our business relationship and actively recommend us to others.

**Do the right thing:** We are honest and open in our communication, we respect our employees and customers at all times. Our reputation is built on integrity which we uphold at all costs.

**Be your best:** We continuously strive to be the best we can. We are open to learning and feel rewarded by doing a great job every day.

**Own it:** We take personal responsibility for the areas under our control and will act upon every opportunity to improve the customer experience.

**Win as a team:** We achieve better results and are more agile when we work together towards common goals. We are open and challenging whilst supporting each other.