



Role	Customer Experience Executive	Position type	Full Time
Department	Customer Experience	Holidays	34 per year
Reporting to	Customer Experience Manager	Hours	Flexitime*
Location	Head Office (Woking)	Doc version	V2 Nov 2024
Apply with your CV and a short covering email to recruitment@wandsworthgroup.com			

Company overview

Established in 1904, The Wandsworth Group consists of three business areas:

Wandsworth Electrical, Wandsworth Healthcare and Wandsworth Smart Buildings.

- Wandsworth Electrical manufactures premium light switches and sockets, which can be found in some of the most prestigious addresses in the world from Buckingham Palace to the Burj Al Arab in Dubai. We are proud to be able to apply the Made in Britain label to our products, which are manufactured on site in Woking.
- Wandsworth Healthcare provides bespoke Nurse Call systems at patients' beds across a wide range of healthcare applications in both the NHS and private settings.
- Wandsworth Smart Buildings combines traditional Wandsworth technology with KNX enabled building management solutions, from our German owner, GIRA for complete building automation.

As a business we pride ourselves on the quality of the products we produce as well as the quality of the service we offer to our customers. Our team are a key component of what makes us special; we have many staff who have worked with us for over 20 years, and we work hard to retain and develop our team.

Role overview

Our customer experience team are at the heart of our business. They provide office-based support to our external sales team, they are the first point of contact for customer enquiries, (telephone, email and webchat) quotation requests and order placement. They take customer enquiries and own them through to completion.

Our Customer Experience Executives are key to us delivering unparalleled customer service and creating a culture where we set out to win at every opportunity.

As the primary contact for new and existing customers, the Customer Experience Executive is tasked with ensuring the meticulous handling of all customer-related matters. Managing inquiries, creating quotations, processing orders and updating customers in a timely manner.

Dealing with customers by telephone, email, live chat, and face-to-face you see every interaction as an opportunity to exceed our customers' expectations. You proactively advise customers and manage their expectations. Using an entrepreneurial spirit, you take every opportunity to build our specification-winning approach!

The Customer Experience Executive role demands a proactive, customer-focused individual who thrives on delivering exceptional service and contributes significantly to a customer-first culture.

Duties and responsibilities

Customer experience and service

- Serve as the lead point of contact for all customer and account management inquiries.
- Use entrepreneurial spirit to maximise every opportunity to win, use knowledge of our products to upsell and offer alternatives where relevant, based on price, margin and availability.
- Own customer and external sales team enquiries via telephone, webchat and email through to completion.
- Build and maintain trusted, strong and long-lasting client relationships with key accounts.
- Provide accurate information and pricing on our products via official quotations and telephone calls.
- Ensure the accurate and timely processing of customer quotations, orders and enquiries using our agreed formats and processes.
- Collaborate with sales team to identify new business opportunities.
- Process payments/refunds for orders placed via our website.
- Liaising with our accounts team to ensure credit and pro forma accounts are managed correctly.
- Maintain efficient and accurate electronic filing systems.

- Own and process customer returns and manage any complaints in line with company policies. Escalating to the quality team where relevant.
- Contribute to the development of systems and processes which keep our customers at the centre of our activity and support our specification-winning approach. Work hard to constantly improve our customer experience.

Performance metrics

- This role contributes to a number of our business's performance metrics, including task turnaround time, customer satisfaction, and sales targets.

What does success look like?

- You will be confident taking calls, emails and webchats from potential customers and guiding them through our products – helping them make choices based on the aesthetics and functions of our products.
- You will confidently create quotations and process orders with pace and accuracy while multi-tasking in a busy office environment.
- You will co-ordinate large projects, acting as a point of contact, working directly with the planning team to manage schedules and deliveries.
- You will follow up the quotations and samples that you send, using an entrepreneurial spirit to win every opportunity possible.
- You will manage customer expectations with proactive communication ensuring our customers are always up to date with their order & project status.

What we offer

To give all new team members the best possible start, we have a structured onboarding and induction programme, this will include on the job training and support, tailored to your role and department.

As well as the usual competitive salary, free parking, paid for social events, complimentary hot drinks and a supportive atmosphere where colleagues are encouraged to reach their full potential, we have developed a set of benefits which add real value to our team:

*Flexitime working week

We operate a flexitime working week with core hours of 9.30 - 16.30 Monday to Thursday and 9.00 – 13.00 on a Friday. Our office is open from 7:30am to welcome early starters and closes at 18.00 Monday to Thursday and from 7:30am to 16.00 on Fridays. Subject to you working your contracted hours and your department being covered, colleagues can finish from 13.00 on a Friday.

Enhanced holiday allowance

We give our team an enhanced holiday entitlement of 26 days, plus bank holidays, totalling 34 days total. There is an option to carry over up to five days into the following year.

EAP (Employee Assistance Programme)

All members of the team have access to our EAP Employee Assistance Programme, including a 24-hour helpline from Health Assured to support with wellbeing, legal information, medical information and customer issues.

Salary sacrifice medical insurance

All members of our team have access to a, no questions asked, discounted, medical cover provided by BUPA. Paid for through a tax efficient salary sacrifice scheme.

Personal development program

All team members have access to MyPDP, our company's personal development program, which encourages and supports continuous learning and professional development.

Person Specification

	Essential	Desirable
Qualifications		
Relevant qualifications		x
Strong Maths and English to GCSE level	x	
Experience		
Demonstrable experience in managing customer inquiries, account management, and handling customer interactions through various channels.	x	
Experience of electrical accessories or related industry.		x
Proven experience in the administrative side of customer service, processing orders, creating quotations, managing enquiries etc.		x
Skills and Knowledge		
Exceptional attention to detail	x	
Proficient in Microsoft Office suite.	x	
Knowledge of customer relationship management (CRM) systems		x
Excellent communication skills for interacting across multiple channels (phone, email, live chat, face-to-face).	x	
Strong problem-solving skills and the ability to handle complaints effectively.	x	
Personal qualities		
Customer-focused mindset, dedicated to delivering exceptional service and building lasting client relationships.	x	
Proactive and self-motivated with a can-do attitude, capable of taking initiative and making informed decisions.	x	
Entrepreneurial approach to identify and seize opportunities, contributing to a specification-winning culture.	x	
Strong teamwork and collaborative spirit, able to work effectively with various departments to ensure a cohesive and exceptional customer experience.	x	