

## Job Description

<b>Job Title</b>	Business Retention Support – Telecoms	<b>Employee Name</b>	
<b>Reporting to</b>	Business Retentions Manager - Telecoms	<b>Responsible For</b>	Member Support and Business Retention
<b>Location</b>	Honingham Thorpe, Colton, and any other reasonable locations as required.		

### Overview of Role

To advise and support members in all aspects of telecoms services and assist in achieving a minimum of 95% business retention rate

### Principal Duties and Responsibilities

- To be members first point of contact for telecoms services
- To process migrations and new connections generated by the team
- To order new hardware for members
- Ensure orders for hardware and services are progressing within the expected timeframe, and chased and escalated accordingly
- To advise members on products/services and solutions for their business needs
- Ensure telecoms records are maintained and updated accordingly on AF Systems and Supplier Portals
- To work with Business Retentions to ensure members are contracted
- Carry out communication reviews on members accounts
- Tariff analysis and cost saving recommendations
- Liaise with suppliers to source best product, service and price for members requirements
- Assist with key account management of large Telecoms accounts

### General Duties and Responsibilities

- Contribute towards continuous service levels / SERV Values
- Where appropriate for the role, proactively identify new business opportunities for AF, working towards increasing member commitment and volumes. Develop new and existing product areas.
- Adhere to company policies and procedures.
- Act in a professional and ethical way, maintaining a high degree of integrity, promoting the activities of AF at all times
- Maintain the highest levels of confidentiality pertaining to all AF business and be aware of inadvertently passing on information to members and suppliers. The passing on of information between parties and to ex-employees is not acceptable. All employees are expected to act professionally in this regard and any breaches of confidentiality will be treated seriously.
- To adhere to AF's business charter.
- Health and Safety – maintain a safe working environment. You will be required to follow all company procedures with regards to health and safety. Always report anything that is unsafe. Consider health and safety implications of yours and others actions at all times.
- From Time to time you may be requested to work outside of your normal working hours to help maintain effective cover. You may be required to perform other duties within the company that will be within your capability. You may also be requested to represent the company outside of the office at shows/events or business appointments.

### Performance Measures

KPI's and objectives will be set and reviewed when in post

## Person Specification

### Qualifications & Experience

- Experience within the telecoms industry preferred though not essential
- Good working knowledge of excel is a huge benefit to this role
- General exposure to mobile phone communications required
- Excellent telephone manner

### Personal Qualities

- Strong administrator
- Positive and confident attitude
- Attention to detail is essential
- Communication & organisation skills
- Flexible approach
- Patience with non-technical people
- Used to working to tight deadlines in a fast-paced environment
- Able to come up with ideas for improvement and development of the business
- Team player but also able to work alone and use own initiative

### Values

#### Service - **We will delight you in every transaction**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

#### Excellence - **We strive to be outstanding in everything we do**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

#### Responsibility - **We do what we say we'll do, with integrity**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

#### Value - **We add value**

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

**Signed (Employee):**

**Signed (Manager):**

**Date:**