

Client Support Executive (Audits)

Reporting To: Head of Audits

Department: Technical team

Contract: Full-time, Permanent (Mon-Fri 9am – 5pm)

Location: Norwich

Salary: £19,500 per annum plus bonus scheme and pay grade structure increments

Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.

Essential skills & experience needed;

Client liaison (B2B) – excellent verbal and written communication – PC literate (Word & Excel minimum) – attention to detail – first-class administration and organisation skills.

As a Client Support Executive in our Technical team, you will be pivotal in proactively supporting our clients to maintain ISO certification during the lifespan of their contract. So, if you have the above essential skills, read on!

Role Description

The primary function of the role is to support our clients to pass their audits in order for them to maintain their ISO certification.

In order to do this, the role involves the following key tasks;

- **Client Liaison;** proactively liaising with clients whose evidence, to support their audit, is overdue or who have failed their audit – offering them assistance to rectify their failure and pass their audit.
- **Evidence Processing;** logging and filing client supplied evidence documentation, to support an audit
- **Client queries; dealing with questions around the audit process and evidence required**
- **Audit reviews:** reviewing the audit reports completed by our Consultants and Auditors, challenging grades awarded if required

Other duties include;

- Assisting with customer upgrades
- Liaison with all clients and colleagues over all matters relating to auditing queries
- Logging of information on our CRM to aid reporting and analysis
- Escalating any problems with audits to the Senior colleagues
- Working to achieve team KPIs and individual targets
- Identify and refer any upsell/cross-sell opportunities
- Looking for ways to continuously improve our processes and practices to enhance the customer experience and company efficiency.
- Other duties carried out by the Technical Department – including Compliance checks when needed.

The following skills are also desirable;

- Proactive team member.
- Strong organisational skills and the ability to multi-task and prioritise.
- Problem solving attitude.
- Knowledge of ISO Certification advantageous, but training will be provided.

Company interests

Use best endeavours to ensure that the Company interests are promoted in the most positive manner. This includes but is not limited to;

- Portraying the Company in a positive way to internal and external parties
- Taking steps wherever possible to ensure the company maximises sales
- Considers Company financial performance when committing to any spend on behalf of the Company.

Our company is proud of its culture and values, colleagues are expected to demonstrate our values in their day to day delivery of their roles.

A bit of background about us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification.

We have proudly been delivering internationally recognised Management Systems for over 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious. Our customer base has grown significantly over the past few years and this growth will continue – that's why we need you!

Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.

