

Job specification

Client Support Executive (Technical)

Reporting To: Technical Manager

Department: Technical team

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

Location: Norwich

Salary: £22,000 per annum plus bonus scheme

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

About us

Operating in the UK since 1993 Citation ISO Certification 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 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

About You

For this role you will need to have:

- Client liaison skills (B2B)
- Excellent verbal and written communication
- PC literate (Word & Excel minimum)/technology savvy
- Attention to detail
- First-class administration and organisation skills.
- Knowledge of ISO Certification advantageous, but training will be provided
- Proactive team member.



- Strong organisational skills and the ability to multi-task and prioritise.
- Problem solving attitude.

Purpose of the role:

The primary function of the role is to support our clients to pass their audits in order for them to maintain their ISO certification. You will be pivotal in proactively supporting our clients to maintain certification during the lifespan of their contract.

Key tasks:


- **Audit Processing;** including logging and filing evidence and dealing with related queries
- **Client Liaison;** proactively liaising with clients whose evidence is overdue or who have failed their audit - offering them assistance
- **Audit reviews:** reviewing the audit reports, challenging grades awarded if required
- Supporting customers wanting to upgrade their management system
- Liaison with all clients and staff over all matters relating to Technical queries
- Logging of information on our CRM to aid reporting and analysis
- Escalating any problems with audit to the Senior colleagues/Manager
- To work to achieve Team KPIs and individual targets
- Identify and refer any upsell/cross-sell opportunities
- Look 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.

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.

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Person specification

Client support exec/Tech Liaison	Requirement	How will this be assessed?
Qualifications	5 GCSE passes – at grades 4 and above, including Maths & English	A
	3 A level passes desirable – or A level equivalent	A
Experience	1 year minimum in customer service	A
	2 year minimum in administrative role	A
	2 year minimum in an office environment	A
Skills & Competencies	<ul style="list-style-type: none"> • Client liaison skills (B2B) • Excellent verbal and written communication • PC literate (Word & Excel minimum) • Attention to detail • First-class administration and organisation skills. Proactive team member. • Strong organisational skills and the ability to multi-task and prioritise. • Problem solving attitude. 	AI
Behaviours & Values	Make it happen	I



<i>Can demonstrate examples thereof</i>	Smart with heart	
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