

Job Description	Regional Customer Controller
Reporting To	Head of Customer Service and Support
Duties	<ul style="list-style-type: none"> ➤ Liaise with Customer, BDM and Field Service function for the delivery of all customer order requirements and satisfaction ➤ Control the delivery of pre and post sales quotations and orders ➤ Co-ordinate technical communications from customer and BDM, to enable successful delivery and enable efficient Onboarding - Configs, Back Office, PSP ➤ Assist BDMs in the completion of quotations, PQQ's, tenders, technical specifications plus any other appropriate commercial documentation ➤ Be point of customer contact for complaint escalation and co-ordinate appropriate escalation and response ➤ Supervise Regional Customer Support Advisors in management of order and call scheduling within expected timelines ➤ Control liaison between Field Service Engineer, Regional Customer Support Advisors and Customers regarding expectation management ➤ Maintain accuracy and completeness of CRM system ➤ Such other duties as may from time to time be necessary, compatible with the nature of the position
Required Attributes	<ul style="list-style-type: none"> ➤ Focus on ownership and delivery of quality Customer experience ➤ Ability to build and develop close working relationship with clients and colleagues. ➤ Superior and pragmatic problem solving and complaint management skills. ➤ Ability to use MS Outlook, MS Excel, essential. MS Word and MS PowerPoint are desirable. ➤ Ability to travel and stay away if required ➤ Customer-focused attitude and able to work to tight deadlines. ➤ Ability to work on own initiative whilst remaining part of a Service Delivery Team. ➤ Able to carry out effective training and mentoring. ➤ Ability to communicate appropriately at every level from Field Engineer, to Customer, and to Senior Management. ➤ Be a Company Advocate
Health & Safety Statement	Under the Health & Safety at Work Act each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health & safety matters should be raised in the first instance with your manager or Human Resources.
Equal Opportunities Statement	<p>Metric is an Equal Opportunities Employer and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, gender reassignment, ethnic or national origin.</p> <p>Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.</p>

Employee Signature

date