B4RN®

Broadband for the Rural North Ltd, Station Yard, Melling, Carnforth LA6 2QY
Registration no. 31352R

JOB DESCRIPTION

Position:	**Customer Engagement Administrator (SMT)**
Reports to:	Customer Connections Engagement Manager
Line Manager to:	none
Salary	£21,000 to £25,000

ROLE
- Engage with current demand and sign-up in the system.
- Taking sign-up and converting to connection ready customers.
- Liaise and establish value add products.
- Contract conversion.

REQUIREMENTS
- Ability to communicate well with customers via phone, email, text & in person
- Familiarity with Office 365
- Flexible working hours
- Computer Literate
- Organisation skills with good time management
- This post requires the ongoing possession of a full, valid driving licence.

RESPONSIBILITIES
- Liaise with the customer connections department in understanding timeframes and network status in order to prioritise connection ready customers.
- Proactively contact customers who have signed up to establish:
  - Update contact information, address, telephone, email, etc.
  - Requested tariff
  - Contract type
  - Voucher application/establishment
  - Connect+ eligibility and application
  - VOIP/Value add products
  - Shareholder connection fee waiver check
  - Contract summary compliance
  - Send and return digital contract and chase non responders
  - Forward connection ready customers to finance for direct debit set up.
  - Send final report of connection ready customers to the connections team.
- Work and manage CRM reports for automation (finance direct debit report).
- Establish and work with a check list to cover all customer establishment requirements that can be used on first contact with customers.
- Main day to day working system will be the Customer Relationship Management System.
- Value add product engagement and onboarding. Manage Voip transfer and provisioning.
- Convert completed contracts ensuring all outstanding actions are completed.
- Along with new connections (new projects or infill), reconnections also need engagement and conversion.
- Manage delayed/cancelled requests and update voucher team & coordinators.
- Using our Vulnerable Customer Policy work with customers to agree what support is needed