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JOB DESCRIPTION

Office Site: Isleworth, Middlesex	Location: South – field based
Position Title: Customer Relations Manager	Date: May 2011
Reports to (Title): Operations Director	Approved by: Managing Director

1. Summary of Role

To build a strong relationship with FCF customers to ensure retention and recommendations.

2. Duties and Responsibilities

- Ensure Service Level Agreements (SLA's) are met
- Measure maintenance achievement against schedule with a focused approach to providing a better service
- Manage queries with Key Account Administrators/Customer Service Administrators in order to resolve them
- Ensure FCF customers are aware of all FCF services in order to provide cross selling
- Manage quotations to ensure turnaround is met and business can be won
- Ensure that accounts are kept within payment terms and monies are received

3. Communication

- With FCF customers
- Key Account Administrators/Customer Service Administrators
- Sales team
- Credit Control department

The above Job Description may change subject to the business needs and a new version will be given to the individual.