

Account Coordinator

Location: Victoria or Bracknell, with blended working	Profession: Account Management										
Reports to: Customer Experience Manager											
People Management: N/A Assignment Management: N/A											
Job description (critical purpose) Provide an excellent service to John Lewis and Waitrose Commercial Sales customers by adhering to department SLA's and KPI's. Act as the first-line contact with all Commercial Sales customers and internal / external business partners. Act as a support function to Account Managers, Business Managers & Development Managers, where appropriate. You will be responsible for invoicing customers for goods and services provided and dealing with Customer queries including claims & discrepancies. Manage the order/delivery process from end to end, including sourcing of products through the supply chain and direct from suppliers, ensuring maximum availability in the most cost-effective and timely manner. Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach. We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve. <table border="0"> <thead> <tr> <th data-bbox="87 1310 991 1355">Primary Outcomes & Accountabilities</th><th data-bbox="991 1310 1522 1355">Measures of success</th></tr> </thead> <tbody> <tr> <td data-bbox="87 1355 991 1534">Accountable for managing corporate customer accounts delivering excellence in operational Customer Service and achieving department KPIs and SLAs.</td><td data-bbox="991 1355 1522 1534">Availability measures.</td></tr> <tr> <td data-bbox="87 1534 991 1758">Accountable for maximising availability and order fulfillment and accurate invoicing to customers.</td><td data-bbox="991 1534 1522 1758">Customer satisfaction survey. Feedback from stakeholders</td></tr> <tr> <td data-bbox="87 1758 991 1892">Ensure customers receive clear communication with minimal queries.</td><td data-bbox="991 1758 1522 1892">Issue resolution - problems are resolved quickly and solutions found that will satisfy both the customer and the business.</td></tr> <tr> <td data-bbox="87 1892 991 2143">Establish & implement new & existing customer procedures.</td><td data-bbox="991 1892 1522 2143"></td></tr> </tbody> </table> Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. Invest in your personal and professional development to achieve your potential,		Primary Outcomes & Accountabilities	Measures of success	Accountable for managing corporate customer accounts delivering excellence in operational Customer Service and achieving department KPIs and SLAs.	Availability measures.	Accountable for maximising availability and order fulfillment and accurate invoicing to customers.	Customer satisfaction survey. Feedback from stakeholders	Ensure customers receive clear communication with minimal queries.	Issue resolution - problems are resolved quickly and solutions found that will satisfy both the customer and the business.	Establish & implement new & existing customer procedures.	
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by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession

Take responsibility for actively engaging with change.

Skills	
Stakeholder Management	Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. Can anticipate potential challenges stakeholders may bring and puts plans in place to achieve collaboration.
Decision making	Identifies the issue/opportunity, then gathers the relevant information and alternative viewpoints to form options and evaluates to drive an informed outcome.
Relationship Centered Communication	Interacts with respect and friendliness to convey views with clarity and empathy. Faces into differences of opinion and surfaces these constructively and works collaboratively to agree a shared solution with lasting results.
Agile Learning	Acknowledges own mistakes, learns from them and adapts to meet ever changing demands. Sets high personal standards and learns from experience and applies this in new situations to achieve success. Takes personal responsibility for realising own full potential through doing more, doing better and doing differently. Researches appropriate tools and uses relevant learning methods to enhance own skills.

Learning culture Welcomes the views of others when it comes to own learning and development and is open to understanding others' strengths and using them where appropriate

The six Assessment Criteria for Resourcing most relevant to this role are:
- Customer & Performance Focus - Empowered Partner - Agility and resilience - Planning and delivering excellence - Collaborating and supporting - Communicating and influencing

Qualifications & Experience

Essential:

- Passion for selling and customer service.
- Self-motivated and the ability to prioritise and work to deadlines under pressure.
- Good written and verbal communications skills with a high level of accuracy.
- Represents the Partnership in a professional and ethical manner.
- Google suite.

Desirable :

- Understanding of the JLP brands.
- JL and / or WR Supply Chain systems and processes.

Version	Created/updated by	Date
I.I	Martin Proctor	27/05/21

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

Partnership Level: xx
Manager's Partnership level: xx

Job Family Group:
Job Family:

Pay range/Compensation Grade Profile:

Vetting required? (Yes or No)

- xx