

Customer Accounts Assistant

£24,500 - £27,000 p/a (depending on experience)

We're looking for a **creative and proactive individual, who thrives on building customer relationships**, to join our Commercials Team. You'll help support and improve Streets Heaver's current sales to both new and existing customers, in order to both increase our committed sales revenue and importantly our customers' use of our products & services.

Hours of work: Full-Time (38.75 Hours). The Commercials department is open Monday to Friday between 8.30am and 5.15pm. Occasional travel outside of these hours or staying away overnight may be required.

Contract: Permanent

Start date: Immediate

Location: Hybrid – Lincoln Office and WFH

Who are we looking for?

This opportunity would suit an enthusiastic and confident individual with good communication skills, a keen interest in IT and a flair for customer relations.

You would be working in a team environment but would also require an ability to work on your own initiative. A presentable, smart demeanour is required, and you must be able to communicate with people at all staffing levels and of varying IT competence.

The successful candidate will also need to maintain high customer service standards by ensuring effective communication with customers via telephone, video conference & email, but also on-site at occasional customer meetings.

CRM System knowledge (Salesforce) would be advantageous but on the job training will be provided.

What your day could look like:

- Assist in responding to enquiries (web/email/telephone) from prospective customers
- Register, categorise and assist in following up new sales leads/opportunities
- Provide product information and initial estimates to new and existing customers
- Assist in arranging and attending sales meetings with new or existing customers
- Produce quotations to new and existing customers based on customer requirements and Streets Heaver's available products/services
- Assist in maintaining contact with existing opportunities to develop and maintain the sales pipeline
- Assist in maintaining regular contact with existing customers in order to promote customer retention, product/service awareness and growth of customer accounts
- Follow up on action points from customer meetings

- Assist in responding to relevant industry tenders for the supply of patient administration/hospital management systems
- Assist in maintaining and updating the internal CRM database with Leads, Opportunities, Quotes and Orders (Salesforce and CPQ)
- Assist in the marketing department in organising and attending Streets Heaver Customer or Prospect Events (Workshops/User Group Meetings/Webinars)
- Assist the marketing department in the creation of marketing materials; including email campaigns, press releases, case studies, product brochures, newsletters or website updates etc.
- Develop and maintain a working understanding of our own products, services, new service packs and modules
- Maintain the professional image of the company
- Any other such duties as may reasonably be required

You'll be liaising with:

- Prospects & Customers (Hospitals)
- Other Internal Departments
- Suppliers (Exhibition Organisers, Event Venues etc.)

And you'll report to our Customer Success Manager, Mark Wilkinson.

Our departmental targets:

- To respond personally or alert others to all enquiries within 3 days of receipt
- To contribute to the department's sales target, increase of 10% per annum
- To ensure that every customer is contacted or visited once per annum
- To maintain high levels of customer satisfaction with our software and services

What we need from you:

- A degree related to the role or relevant experience
- A keen interest in IT and good communication/customer service skills
- Good numeracy & literacy skills, a thorough working knowledge of Office 365 essential
- A full driving license is necessary

Why you should pick us:

- Dedicated time to be spent on your own personal development each week
- Self-study and on-the-job training
- Pension & Private Healthcare Insurance
- 22 Days' Annual Leave, plus Bank Holidays (increasing with service)
- Birthday Day Off and Volunteer Day
- Departmental Outings/Budget
- £100 New Starter Work from Home Allowance
- EV Car Scheme via Salary Sacrifice

How to apply:

Send your CV to: mark.wilkinson@streets-heaver.com

Job reference: Customer Accounts Assistant 2024

Please supply a covering letter, CV and details of any prior customer accounts experience that you may have.

Company information

Streets Heaver is the UK's leading supplier of private patient administration and hospital management solutions.

The company has over 35 years of experience in the UK healthcare sector as well as worldwide. Streets Heaver's innovative solutions provide a full range of services for patient and hospital administration, clinical recording, financial accounting and business reporting.

Streets Heaver offer a dynamic yet supportive work environment within modern, well-equipped offices for those wishing to progress their careers at the forefront of healthcare computing.

As a company, we endeavour to provide continuous professional development through training courses, self-study and on the job training; actively encouraging you to share new ideas, new technologies and solutions.