

JOB PROFILE			
<b>Job Title</b>	<b>Internal SAM</b>	<b>Reports to</b>	<b>Service Team Manager</b>
<b>Location</b>	<b>Daresbury (x% UK based travel)</b>	<b>Salary</b>	<b>TBC</b>
<b>Direct Reports</b>	<b>None</b>	<b>Department</b>	<b>MS&amp;S – Service Team</b>
<b>Key Result Area</b>			
Essentially improve and maintain customer satisfaction in the Managed Service and Support contract base.			
<b>Accountabilities</b>			
<p>The Internal SAM is responsible for:</p> <ul style="list-style-type: none"> <li>▪ Managing customer escalation issues for service accounts that do not have a SAM funded on that contract or contract type.</li> <li>▪ Contacting non-SAM accounts for, new service start-up, and ongoing service review and incident management.</li> <li>▪ Assist the external SAMs when they are out of the office; be a resource to support them, their accounts and the sales manager concerned.</li> <li>▪ Situation Management - Where an incident with a customer occurs, the Internal SAM will coordinate all aspects of Vistorm service delivery and review the progress of: <ul style="list-style-type: none"> <li>- Support calls (liaising with Support Manager and participating in call reviews as appropriate)</li> <li>- On-site consultancy, if required as part of the solution, liaising with Practice Leader, Resource Manager and Associate Programme Manager as appropriate.</li> <li>- The Internal SAM will organise scheduled conference calls as required coordinating any follow up arising.</li> </ul> </li> <li>▪ The Internal SAM will be responsible for measuring and reporting on customer satisfaction.</li> <li>▪ Ad hoc cover for the Customer Services Team</li> <li>▪ Analyse reports such as negative balance etc and take appropriate action, perhaps selling top-up units</li> </ul>			

## Accountabilities (Continued):

In addition to these Customer Services tasks, there is also the requirement for the post-holder to perform some tasks for the SOC Manager(s). These tasks include:

- Review all new tickets logged since last review, checking that tickets are logged against the correct contracts, checking units against the ticket match the DLH's recorded and checking tickets logged against Red Flag customers.
- Engage with Customer Services and Support team(s) to ensure handover, commissioning/decommissioning processes are working

## Experience Required:

- Considerable experience working in the IT sector in a customer communications role
- Customer Services/Sales Background with good communication skills
- Proven track record in Customer Relationship Management and problem solving
- Ability to manage complex situations which could potentially impact the customer business both operationally and financially
- Demonstrate ability to pay attention to detail and investigate in order to resolve operational and service issues whilst managing the customers expectations
- Ability to resolve customer issues with a virtual team who may work in different departments across organisation
- Experience of working as part of a team and have the ability to delegate and manage business issues
- Ability to spot new business opportunities in order to ensure growth across the customer base

## Key Competencies

### ▪ **Self Motivation**

Identifies priorities and achieves structured, realistic and logical plans for a business area or team, allocating and deploying resource and utilising available skills to best meet requirements. Demonstrates tenacity and determination to achieve quality results, measuring performance and effectively re-prioritises and re-organises to ensure success.

### ▪ **Business and commercial acumen**

Proactively manages problems and change, taking responsibility for resolving issues and achieving effective outcomes within own area or team. Gathers and analyses information, critically evaluating and questioning data to inform performance and business issues. Proactively suggests new approaches to improve an existing function or process.

### ▪ **Personal Impact**

Builds good and trusting relationships with stakeholders on behalf of our organisation. Enhances and ensures long-lasting positive impressions of our organisation within key stakeholder groups by demonstrating own professionally credibility and commitment. Consistently 'wins' others over and is able to change negative perceptions, commanding the respect and trust of others.

### ▪ **Teamwork**

Encourages and empowers others to explore and invest time in training and development needs that will enhance their ability to perform within allocated roles and development skills. Is interested in the skills and contribution of others, encourages collaboration within and between different teams, the sharing of ideas and open discussion. Is focused on meeting team and organisational objectives.

### ▪ **Customer Focus**

Evaluates current solutions and options critically, retaining effective tools and processes and exploring new concepts or initiatives that enhance personal, team or organisational performance and improve our ability to respond to customers and partners needs. Responds creatively and innovatively to needs and requirements. Challenges the norm and available solutions and/or tools to ensure that our organisation excels and continually improves.

### ▪ **High standard & integrity**

Builds relationships based on mutual trust and understanding, easily demonstrating awareness and respect of others, their contribution and responsibilities. Consistently demonstrates commitment to organisational objectives and adopts a flexible approach to work.

### ▪ **Communication –verbal and written**

Communicates and interprets information from a range of data sources to a range of audiences clearly and effectively, using appropriate mediums and method of communication to ensure success. Engages and liaises with others, including external stakeholders on a day-to-day basis, conveying information, thoughts and ideas positively to support own and organisational objectives and goals. Facilitates discussion between stakeholders, ensuring discussions always have a clear purpose and reach a positive outcome.

### • **Planning & problem solving**

Proactively manages problems and change, taking responsibility for resolving issues and achieving effective outcomes within own area or team. Gathers and analyses information, critically evaluating and questioning data to inform performance and business issues. Proactively suggests new approaches to improve an existing function or process.

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