



Company Name: ProProcure Limited - www.proprocure.com

Location: Gerrards Cross, Buckinghamshire SL9 8BQ

Salary Package: Competitive salary + benefits

Job Title: Client Services Executive

Reporting to: Client Services Manager

Our Story.....

ProProcure is a SaaS technology company that helps large businesses to become better at managing their business expenditure.

Our cloud based product Geneus - helps businesses simplify how they buy, and controls how suppliers sell to them. Geneus is used by many global businesses in the consumer goods, food and beverage, and foodservice sectors, and we have exciting plans to expand our customer base over the next 2 years through direct sales and channel partnerships.

Working for us.....

ProProcure has a great business culture focused on delivering a collaborative environment for our employees to foster new ideas and which enables our business and our employees to develop and grow.

We have 4 key values:

- **Being Committed, to each other and to delivering outstanding customer service**
- **Working with Integrity, delivering on our promises**
- **Being Nimble in our approach and methodologies – make it simple**
- We all perform our roles with **Passion**, purpose, and a positive attitude

The Role.....

We are seeking a dynamic energetic candidate with a thirst to learn and develop to join our expanding Client Service team in the role of Client Services Executive.

The Responsibilities.....

Client Support:

- **Maintaining client relationships by managing requests and responding within the timeframes agreed in the relevant clients' Service Level Agreement**
- **Support the client's POS sales initiatives by running a well disciplined and organised sales processing operating that ensures orders received are fulfilled as quickly and as efficiently as possible.**
- **Organise and manage logistics to ensure smooth delivery of merchandise into our warehouse and out to markets.**
- **Support the team by quickly and accurately raising required paperwork – purchase orders, invoices etc.**



- Managing issues and escalating as necessary to the Technical Solutions team
- Managing time, issues and tasks through effective use of our project management system
- Helping to execute client user adoption plans
- Preparing and maintaining the company wiki for client documentation
- Maintaining relevant client training material
- Set up ahead of training sessions, demos and workshops

Platform Configuration:

- Content management
- Supporting the creation and execution of clients buying windows
- Supporting senior team members with platform workflow configurations and content modelling

Reporting and Analytics:

- Create and maintain client reports in Excel and PowerPoint formats
- Providing analysis and insights into client activity and spend data
- Create and maintain internal and external presentations
- Investigate client data trends and present these back to senior team members

To succeed in this role you should possess....

- A genuine drive and desire to excel
- A consistent, systematic and enthusiastic approach
- Good verbal and written communication
- Good organisation, time management skills and attention to detail
- The ability to work independently and as part of a team
- A desire to help people and provide an exceptional level of service
- Good numerical skills to interpret data
- The ability to work under pressure in a multi-tasking environment

The successful candidate should live within a commutable distance of our offices based in Gerrards Cross, Buckinghamshire.

Education

- Excellent GCSE and A Level results (or equivalent), degree preferable
- Language skills an advantage
- Good knowledge of Microsoft Office applications

We hope you will share the enthusiasm and passion we have for our business and decide to come and find out more. If so, please send your CV in the first instance to careers@proprocure.co.uk