

## **Customer Support Executive**

Location Hampton, West London

Carbon Architecture is an established, expanding company that has a strong reputation for delivering Energy & Process Improvements and wider sustainability solutions, services, and products to the FMCG and public sectors.

A growing service offered by Carbon Architecture is the Green Mark accreditation scheme. This is a web-based portal which provides companies of all sizes a framework to target and achieve their own environmental ambitions. Green Mark is experiencing rapid growth expanding by 25% this year. Due to this exciting growth, they are looking to recruit a Customer Support Executive.

Focused on the environment and sustainability, the role will support and grow the membership base and assist existing members with accreditation and renewals. In this role you will work closely with Customers where you will guide them through the Green Mark product.

This candidate will enjoy a fast paced and varied role including activities such as responding to emails, making in-bound and out-bound calls, acting as an advisor and delivering training.

This is a fantastic opportunity for a proactive, sociable, organised individual with a real passion for the environment and sustainability.

### **Responsibilities**

- Working with Account Managers to manage setup, implementation and configuration.
- Support members via phone, email, virtually or face to face and ensure satisfaction whilst acting as advisor on their membership journey.
- To work with account managers and product experts/developers to successfully complete implementation with the member.
- To be the subject matter expert on the Green Mark solution for members.
- To act as a brand ambassador.
- Manage and build strong day to day relationships with members
- Work with members to ensure assessments are updated.
- Ad-hoc administration tasks as required including database and record management
- Pro-actively send monthly reports: support issues, tips & tricks, etc.
- Work with marketeers to develop content for communications and member engagement.
- Manage complaints in a positive and customer focused manner

### **Essential Skills / Requirements**

- Have a Sustainability degree, or higher qualifications
- Be passionate about Sustainability
- Proficient with MS Office
- Self-motivated and able to perform duties independently.
- Exceptional written and spoken English vocabulary
- Good presentation skills
- Live a commutable distance to Hampton or serious about relocating

### **Desirable skills**

- Experience in supporting Clients in their transition to a Green accreditation
- Experience of working within a customer service, memberships, or licence renewals environment.
- Experience in dealing with people and enquires over the phone as well as via email.
- Experience in the use of CRM systems to manage data.

At Carbon Architecture we believe that diversity drives innovation, and we strive to create an inclusive environment where everyone can do their best work. All qualified applicants for this role will be considered regardless of age, gender identity, nationality, race, sexual orientation, disability, religion or belief