

## Position Description

**Title:** Client Services Executive

**Reports to:** Senior Client Services Manager

**Location:** Hoop Limited Head Office

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### Position Overview:

The role is responsible for the day to day management of client briefing, activity, reporting and other information to retain and grow business and to ensure the merchandising team are briefed in full and on time in order to deliver merchandising services to both the contracted and internal standards of Hoop Limited.

The role is also responsible for the collection and collation of merchandising images, data, call report and other key information to provide timely and relevant feedback to the client and management team in a format that meets both client and Hoop Limited standards.

The role is also responsible for overseeing Client Services Coordinator(s) and Administrator(s) to ensure all client support and administration functions are completed, ensuring deadlines are met and standards upheld.

Key to success in the role is building and maintaining relationships with relevant clients to ensure client contracts are delivered effectively and to follow the performance management framework to ensure staff are managed to a high standard.

**Key accountabilities:**

- Building and maintaining positive and effective working relationships with relevant groups including clients and field staff to retain and grow business.
- Ensuring client activity and information is communicated to the field team in full and on time in order to deliver merchandising services to the contracted and internal standards of Hoop Ltd.
- Clearly identifying the needs of the client and resolving any client complaint issues promptly according to agreed processes to achieve client satisfaction.
- Supporting the Client Services Manager(s) by assisting with tasks as directed to ensure all client requirements are being met to the agreed standards.
- Ensuring forms and templates are kept up to date with correct information and sent out to clients and field staff as required.
- Preparing account information in preparation for invoices to be completed per the set guidelines.
- Ensuring all required administrative tasks, processes and reports are completed accurately and on time to agreed standards, delegating work to other staff where required.
- Effectively overseeing Client Services Coordinators and Administrators to ensure all work is completed to the agreed standard by following the performance management framework.
- Monitor, review and develop business process for improvement.
- Communicating promptly with all Head Office and field staff according to agreed processes and timeframes.

**Key working relationships:**

The Client Services Executive needs to have strong working relationships with:

- Members of the leadership team
- Client services team
- Hoop field team
- Wider Hoop team
- Clients, contracted partners and customers

**Essential requirements:**

- Previous experience in a similar role where an ability to complete all tasks to a high level has been demonstrated.
- Proven willingness to complete all tasks including staff management and client contact.
- Microsoft Excel, Outlook, Word, PowerPoint to Intermediate level
- Clean and current drivers licence and own car
- NZ Resident

**Preferred Requirements:**

- Industry experience
- Tertiary Qualified

**Key Attributes:**

<b>Customer Focus</b>	<ul style="list-style-type: none"><li>Communicates effectively with customer to identify their needs and objectives</li><li>Demonstrates a clear concern for customers, responds rapidly to requests</li><li>Anticipates and consistently strives to exceed customer expectations</li><li>Understands and adapts to customers changing needs</li><li>Follows up with customers to ensure satisfaction.</li><li>Demonstrates importance of customers by making their satisfaction a higher priority than other issues</li><li>Operates with integrity. Demonstrates honesty and ensures that commitments to other people are met. Keeps sensitive information confidential and avoids gossip and unfair criticism</li><li>Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>Communicates in a manner that ensures message is clear and appropriate for target audience</li><li>Communicates using language that is easily understood and appropriate for target audience</li><li>Communicates using format that assists target audience to understand the message</li><li>Communicates using tone that is appropriate for the message and target audience.</li></ul>
<b>Representing the Organisation</b>	<ul style="list-style-type: none"><li>Communicates in a manner that is consistent with organisational values</li><li>Demonstrates knowledge about the organisation</li><li>Portrays a professional image</li><li>Generates enthusiasm among others for the organisation</li><li>Communicates in a manner that reflects positively on the organisation</li></ul>
<b>Analytical Thinking / Judgement</b>	<ul style="list-style-type: none"><li>Analyses information from a range of sources</li><li>Engages in critical questioning</li><li>Identifies flaws in own and others thinking</li><li>Identifies key issues and linkages</li><li>Assesses risks and benefits</li><li>Recognises the consequences of new ideas</li><li>Identifies relevant solutions</li><li>Selects the most appropriate solutions</li></ul>
<b>Attention to Detail</b>	<ul style="list-style-type: none"><li>Checks work for errors carefully</li><li>Detects errors in own and others work</li><li>Seeks to comply to quality measures and standards</li><li>Takes steps to minimise rework and errors, despite pressures</li></ul>
<b>Systems Orientation</b>	<ul style="list-style-type: none"><li>Examines how current work is conducted</li><li>Determines areas of inefficiency and duplication</li><li>Sets up/streamlines processes to deliver outcomes</li><li>Reviews and monitors systems to ensure maximum efficiency</li></ul>
<b>Drive for Results</b>	<ul style="list-style-type: none"><li>Focuses on the most important goals</li><li>Pushes through barriers to achieve results</li><li>Establishes actions, timetables and consequences</li><li>Strives to complete work on or before deadlines</li><li>Demonstrates a strong desire for accomplishment</li><li>Adapts pace of work to meet business demands</li></ul>

**Teamwork**

Displays openness to others. Shares thoughts and feelings, so that others understand personal positions.  
Provides honest, direct and balanced feedback to others.  
Seeks others input/ideas  
Involves others to achieve outcomes  
Supports others. Offers assistance to others to achieve outcomes  
Makes team projects and activities a priority  
Works to achieve common goals  
Accepts responsibility for achieving shared goals  
Operates with integrity. Demonstrates honesty and ensures that commitments to other people are met. Keeps sensitive information confidential and avoids gossip and unfair criticism

**Adaptability/  
Flexibility**

Adjusts personal style and behaviour to meet changing demands, readily tries new approaches  
Approaches change positively, treats change and new situations as opportunities for learning or growth, focuses on the positive aspects of change  
Changes priorities when needed without irritation  
Works effectively with a range of different environments, different people and different working styles  
Works effectively on a broad range of different tasks and assignments