

<b>Role</b>	<b>Customer Experience Associate</b>
<b>Lead by</b>	Senior Account Manager
<b>Leader to</b>	N/A
<b>Location</b>	Hybrid – Norwich Office and Home
<b>Contract</b>	Permanent / Full Time (37.5hrs per week)

### Role Overview

Our mission is to connect, support and give voice to every business in Norfolk. We have over 600 members ranging from sole traders through to multi-national corporations in every sector imaginable. Whilst our members reflect a percentage of the overall Norfolk business community, the Chambers' reach *beyond* our membership is extensive and growing.

We're Norfolk Chambers of Commerce and it's our mission to connect, support and give voice to every business in Norfolk. As our membership continues to grow, our incredible team are finding new ways to engage and support the local business community. That's where you come in.

We are the voice of business in Norfolk and as our team continues to expand and evolve, we are looking for someone to fill a brand-new entry-level position in our Customer Experience Team.

This role supports the team that are the people who make an impact on every business we engage. The role-holder will work closely with the CET Coordinator and Account Managers in their work to signpost businesses to the Chambers services they need, delivering networking opportunities to connect them to other businesses and feeding their insight back so we can constantly evolve our offer to them.

### Key Responsibilities

- Collaborate with the CET Coordinator and wider team to support the delivery of excellent customer service and smooth operations.
- Build relationships with clients, attending meetings and events as required.
- Assist with organizing events, client communications, and follow-ups.
- Draft professional emails and maintain accurate records and documentation.
- Learn the ropes of client relationship management, becoming an integral part of the customer journey.
- Represent Norfolk Chambers of Commerce at external events, supporting the team to deliver engaging and successful experiences.

#### You will be accountable for:

- Supporting the CET Coordinator in delivering exceptional customer experiences.
- Contributing to the smooth operation of events and client engagements.
- Maintaining accurate and up-to-date records on our systems.

## Role Specification

<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
Familiarity with Microsoft applications (e.g., Word, Excel, Outlook).	
Strong written and verbal communication skills, with a good standard of English.	
A proactive and enthusiastic attitude, with a willingness to learn.	Previous experience in a customer-facing or administrative role.
<b>Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
Understanding of basic office procedures and customer service principles.	Knowledge or interest in local business communities.
<b>Skills (...and soft skills)</b>	
<b>Essential</b>	<b>Desirable</b>
Ability to attend off site meetings and manage own time effectively.	
Strong interpersonal skills, with a collaborative and approachable attitude.	
Comfortable with occasional early mornings and evening events.	
Strong people skills. We're really proud of our work culture and love having a great place to work. You'll be easy to get on with and your personable nature and approachability will help build strong relationships both internally and externally	Confidence in speaking with clients and stakeholders at all levels.
Comfortable with change and a fast-paced environment where things move quickly	A good sense of humour!