



WE NEED YOU

WE'RE LOOKING FOR CLIENT OPERATIONS EXECUTIVE

LOCATION:
Hertford

WORKING HOURS:
Monday – Friday 37.5 hours per week

SALARY/DAY RATE:
Up to £31,500

OTHER BENEFITS:
Competitive Reward Scheme Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung/HP Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:
Fixed term

**SAMSUNG
CLIENT
OPERATIONS
EXECUTIVE****WE'RE LOOKING FOR AN ORGANISED PROACTIVE INDIVIDUAL**

In this exciting role, as our Client Operations Executive, you will oversee day-to-day operations across the Samsung Mobile Experience (MX) function, ensuring delivery of world-class services to our key clients. By building strong client relationships, you will identify opportunities and propose innovative solutions. You'll lead the delivery of your projects, keeping people at the core. Additionally, you'll support the Client Services Team with operational tasks as needed and assist the management team during peak periods to align operations with business goals.

TO MAKE A REAL DIFFERENCE IN THESE AREAS**OPERATIONAL SUPPORT**

- Oversee day-to-day operations across the MX function
- Ensure world-class service delivery to key clients
- Arrange and attend client meetings.
- Respond proactively to client briefs and support brief fulfilment
- Assist the management team in ensuring operational support during peak business period

STAKEHOLDER MANAGEMENT

- Establish and strengthen relationships with client businesses
- Identify opportunities and propose innovative solutions
- Liaise with external stakeholders to understand challenges and develop aligned solutions

PROJECT OWNERSHIP

- Lead and manage the delivery of your projects
- Ensure the focus remains on people and client needs

TEAM COLLABORATION

- Support the Client Services Team with operational duties as required.
- Work across various functions within the team to ensure consistency and sharing of best practice

BUSINESS DEVELOPMENT

- Actively develop business by growing your knowledge of the client to maximise future revenue.
- Stay informed on the client's marketplace and competitor activities.

CONFIDENTIALITY

Handle potentially confidential or sensitive information from clients or the field team.

SAMSUNG
CLIENT
OPERATIONS
EXECUTIVE

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're organised with strong attention to detail with the ability to plan
- You're able to innovate, influence and implement change
- You're able to document ideas and actions to drive overall performance
- You're able to build and maintain strong relationships with stakeholders
- You're flexible and adaptable way of working
- You're adaptable and responsive, working effectively under pressure, particularly during peak periods, and responds quickly to client briefs and evolving needs.
- You're thrive when working in a fast-paced environment
- You're able to manage sensitive and confidential information with discretion

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

