

Job Description

<i>Job Title:</i>	HTA Services Assistant		
<i>Department:</i>	HTA Services	<i>Reporting to:</i>	HTA Services Manager
<i>Payroll Department:</i>	MEM-MEM		
<i>People Responsibilities:</i>	None		

Main Purpose of Role:

To provide great customer service, administrative support and specialist knowledge to members and customers of the HTA; being the first point of contact for member applications, renewals, ordering of products and services including all National Garden Gift Voucher products and servicing general enquiries all received via phone and online.

Role Responsibilities:

- Responding to member, prospect, consumer and other stakeholder queries and requests efficiently and in a professional and timely manner, whilst being thorough and offering a one contact resolution wherever possible. Recording the details and outcomes onto the CRM database to maintain records and reference data.
- Processing new participants in the gifting schemes; receiving and processing customer orders for the schemes, through our CRM database and automated systems in readiness for picking, packing and distributing directly and through a third party fulfilment company.
- Sorting, validating and processing the voucher redemption claims daily, through our CRM database and automated systems in adherence to the agreed service level agreements.
- Dealing with queries and complaints in a professional manner, referring complainant to the HTA Complaints Policy and Procedure where required and liaising with key individuals as required. Escalate to the HTA Services Supervisor where required.
- Supporting the HTA Services Supervisors with the processing of member applications, collating information as required for approval by the Board or Council.
- Providing administrative support for the annual subscription renewal process, including processing payments and carry out functions to maximise prompt payment.
- Complete administrative support for all current and future HTA initiatives as required, including data set up, recording and invoicing.



- Outbound calls to a defined number of members or prospects; making contact with them at various times of the year to ensure member satisfaction and uptake is maintained, liaising with the member support team as required.
- Following organisational process and procedures to ensure member expectations and agreed service level agreements are met.
- Managing and protecting member and customer information in accordance with HTA policy and General Data Protection Regulations
- Undertaking such other duties, commensurate with the responsibilities above, as may from time to time be required by members of the HTA management team.



Person Specification

Essential Skills and Qualifications:

- The ability to work as part of a team, support colleagues and promote excellent team spirit
- Commercial awareness of the value aligned to products and services
- Experience of working in a customer facing environment
- Effective written, verbal and electronic communication skills
- Strong administrative, organisational and time management skills
- An eye for detail with the ability to multi-task, work well under pressure and within a small team
- IT Literate with demonstrable knowledge of MS Office including Outlook
- Educated to A Level standard or equivalent

Desirable Knowledge, Skills and Experience required:

- Previous experience within the Horticulture industry
- Experience of working with a customer database and/or finance system
- An enthusiasm for gardens/gardening, the outdoor environment and contributing positively to it

HTA Core Purpose

We help our members to flourish

HTA Mission Statement

‘On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future.’

Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

Our Values

Collaboration

Approachable, responsive and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a ‘can do’ attitude

Integrity

Demonstrate honesty, trust, openness and respect when liaising with people. Treat everyone as an individual and be responsive to their needs

Innovation

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

Influence

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience.