



About Us

We are the workplace engagement specialists.

At Best Companies, we help make the world a better workplace by measuring, improving and recognising employee engagement. We enable organisations to understand how their employees feel, and then provide the tools and expertise they need to deliver effective, sustainable change.

To achieve this, we live by four key values:

- Care – Care about what you do, how you do it and who you do it for
- Humility – Take what you do seriously, but don't take yourself too seriously
- Responsibility – Take 100% responsibility
- Discipline – See the best in yourself, see the best in others

Who are we looking for?

An enthusiastic and energetic individual to join our client engagement support team. The client engagement team is the shop window of our business and provides our clients with a dedicated end-to-end service.

The role is an exciting opportunity for an individual with exceptional customer service skills and a passion for always giving the very best of themselves to our team and clients.

Role and Responsibilities – You will:

- Deliver support and guidance to our clients throughout their engagement journey
- Advise clients on setting up their engagement surveys to achieve their outcomes
- Demonstrate strong and adaptable written and verbal communication skills
- Deliver exceptional customer service, where our clients know they are our priority
- Provide unfaltering professionalism throughout client interactions
- Be meticulous when checking client information and employee data.
- Thrive on making a difference and contributing to team goals and targets
- Have responsibility for managing existing accounts and meeting and exceeding client needs
- Proactively initiate and sponsor system and process enhancements to improve service and efficiency
- Assess client requirements, through chairing teleconferences and attending face to face client meetings when required
- Design and deliver a personalised service package aligned to client needs
- Take responsibility for updating the management team on client feedback and escalating queries
- Resolve queries in a professional and client centred manner
- Have strong inter-departmental relationships to ensure smooth and seamless service
- Create tailored project plans for clients who select Premium or Full Survey Management support
- Review 'back office' reports to stay aware and informed on deadline progress
- Sustain client contact to strengthen the relationship and service and support future business
- Be committed to your professional development and proactively seek ways to stay informed on employee engagement

- Seize opportunities to upsell Best Companies products and services, to enhance the client experience and to contribute to team targets
- Consistently deliver survey results back to your clients' through visual conference calls

Skills and Experience – You are:

- Self-motivated and take responsibility to manage a demanding workload and deadlines
- A warm, positive, confident professional, adaptable to change and evolving requirements
- An empathetic communicator and relationship builder
- Influential and skilled at assessing and articulating different options
- Detail focused and keep records up to date and identify and rectify anomalies
- Comfortable working with complex data in Excel
- Proactive and solution orientated, working with pace and energy
- A team player, who engages in departmental activities and company events
- Commercially aware and skilled at effectively grasping our clients' business and feed this into understanding data structures
- Enthusiastic about working with data and managing client accounts

Ideally you would be:

- Skilled at managing projects using project management software i.e. Gantt
- Experienced in project and account management