



Intelligent support

# Outbound Member Relationship Manager (Maidenhead)

Ten is looking for passionate, motivated and resourceful individuals to join its fast-growing member relations team.

Ten provides award-winning intelligent support to private members, corporate clients and professional communities.

Our lifestyle concierge business has offices in London, Maidenhead, Hong Kong, New York, Miami and San Francisco and is growing fast. We are passionate about service and use our insider know-how, contacts and buying power to help our members get the most from life, wherever they are in the world. We organise everything from home repairs to luxury travel, gift buying or access to exclusive restaurants, clubs and events.

Our member relations team specialises in engaging with our members, helping them get the most from the service. You will be responsible for pro-actively contacting members, explaining the service to them and increasing their usage.

## **Key responsibilities**

In lifestyle concierge no two days are ever the same. You will use your excellent interpersonal skills to quickly build rapport with members and will genuinely enjoy helping them to make the most of their membership of Ten. Your role will involve:

### *Outbound phone calls to engage with members and build rapport*

- Making welcome calls to our members to introduce them to our service and explain the benefits of using Ten
- Making pro-active outbound phone calls to help members make the most of their membership
- Talking with members about their experiences of our service and collating feedback
- Getting to know members in order to understand their needs, interests and requirements
- Maintaining high standards of service and communication with the member throughout

### *Taking briefs from members*

- Establishing a clear, detailed and thorough brief from a member, ascertaining exactly what the member requires and the timescales involved

### *Adding value to members' requests*

- Asking 'Who, What, Why, Where and When' to get the most important facts from the member
- Always checking if there's anything more we can do to add value, or if there any additional services the member might be interested in

## **We are looking for:**

- Energetic and motivated team players who enjoy the challenge of meeting and beating targets



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- People who are passionate about delivering high-quality personalised support and have excellent research skills
- People who can use their initiative and creativity to best meet the needs of our members

**Please note:** A background in *Sales and/or Customer Service* is preferred. The team you will be joining works shift patterns and is a team that works 7 days a week. Typical shifts are 9am – 6pm, 10am – 7pm, 11pm – 8pm Mon – Sun.

### **Working at Ten**

We offer a competitive salary and performance-related bonuses, in addition to a range of employee benefits. Ten is a fun, social place to work with the opportunity for real career development. We encourage all our staff to incorporate their aspirations and interests into their career at Ten. This role is based in our Maidenhead offices.

### **To apply**

Please read the instructions on the 'current vacancies' page of [www.tengroup.com](http://www.tengroup.com) then email your CV and covering letter to [hr@tengroup.com](mailto:hr@tengroup.com)