**Job Description**

The role of customer development manager is integral to the success of the Company’s business at Clandon Wood. There are three aspects to the position:-

1. Offering management support to the grounds and sales teams;
2. Creating and maintaining relationships with professional introducers; and
3. Dealing with customers and potential customers.

**General**

* Work out of the Clandon Wood office for at least 3-4 days a week.
* Visit professional introducers for the other 1-2 days e.g. funeral arrangers/directors, will writers, solicitors and financial advisers.
* Monitor and check the efficiency of systems as well as making sure they are all up to date
* Recommend to the board improvements to any systems and following approval, implementing those improvements.
* Ensuring all staff are given the training necessary following the introduction of new equipment and/or new systems and procedures.
* Assist at funerals.
* Show families etc the site and helping them with their choice of plots ensuring that all information is given.
* Attend regular marketing meetings to partake in any discussions regarding the site and especially the workings of the administrative side of running Clandon Wood.
* Assist and support other members of the marketing team with their work in cultivating relationships with professional introducers.
* Work with the Marketing Consultant dealing with literature, signage and general statistics.

**Staff and Office**

* Team meetings (grounds and sales) at least quarterly
* Informing staff following marketing meetings re matters that affect them.
* Attending meetings concerning developments on site and keeping the staff informed.
* Taking part in and helping to organize Clandon Wood events when necessary
* Ensuring all procedures are followed for the smooth running of the sales office.
* Ensuring that the quality of service is kept at a high level
* Informing all staff of any changes in procedures and systems
* Regularly answering phones, planning funerals and taking families around the site.
* Ensuring that any queries or requests by the families etc are dealt with quickly either by phone or email
* Updating policies to include any legal changes
* Ensuring literature is kept up to date.
* Checking wages ready for payment every month
* Calculating bonuses every quarter
* Carrying out appraisals on an annual basis
* Ensuring that staff records are kept up to date
* Arranging and attending courses (new and updating previously attended courses)
* Responsible for sales team rotas and ensuring that funerals are organized and staffed correctly
* Responsible for booking of holidays by staff
* Ordering stationery
* Ordering staff clothing etc
* Looking after the general welfare of grounds and sales staff