

JOB DESCRIPTION

Senior Assistant (Customer Relationship Management)

Chief Operating Office – Customer Relationship Management Section

Grade: **G10**

To strengthen the Alliance through connecting its forces, the NCIA delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

The Chief Operating Office (COO) is accountable for aligning demand and supply to create customer value.

The NCIA Customer Relationship Management (CRM) section manages and analyses the Customer interaction and data throughout the Customer lifecycle. The section is the hub of Customer related information accessible Agency-wide in order to define, monitor and control Customer engagement, optimize Agency support to Customers, and achieve better Customer satisfaction.

The CRM section also includes NCIA liaison to the Investment Committee (IC) and the Resource Plan and Policy Board (RPPB). They represent the Agency in the IC and RPPB, coordinate resource and policy requests and track follow-up actions, reporting of items of interest and decisions that impact the NCIA Agency. They maintain the relationships within various stakeholders in NATO HQ.

Duties:

Under the direction of the Head, Customer Relationship Management (CRM) Section, the incumbent will perform duties such as the following:

- Provide general administrative support to the CRM team: travel, meeting and conference arrangements, document and information management, SharePoint portal maintenance;
- Draft memoranda, notes and cover letters;
- Prepare correspondence, reports and documents using the MS applications (Word, Excel, PowerPoint, Access), in accordance with the Agency's official document formatting guidelines.
- Act as a point of contact for supported team members and deal diplomatically and effectively with a wide variety of issues, including answering enquiries and incoming telephone calls, and assisting in the scheduling of the day-to-day business within the CRM Section.
- Provide support to the CRM team in all CRM products, and oversee their timely coordination and distribution;
- Assist the CRM team in the production and maintenance of:
 - The NCIA Customer Engagement Plan;
 - The NCIA Customer Satisfaction Programme.
- Manage the NCIA Customer Relationship Management Toolset by:
 - Populating data in the tool
 - Managing the interfaces with other data sources to ensure the tool is appropriately fed with information coming from these sources
 - Providing extracts from the tool tailored to the requirements from the NCIA's various stakeholders (GM, COS, Directors, Business/Functional Areas, Account Managers...)
- Deputize for higher grade staff, if required;

- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 2 years post-related experience or a secondary educational qualification with 4 years post-related experience.
- Strong knowledge and experience in the use of Microsoft office automation packages (Word, Excel, PowerPoint and Access or other database application, SharePoint), in the use of computer-based tools for project control and experience in maintaining and established web page;
- Sound knowledge in Information Knowledge Management
- Prior experience in Customer Relationship Management Tools
- Prior experience of working in customer-oriented, service-based organisations;
- Proven ability to communicate effectively orally and in writing;

Desirable Experience and Education:

- Prior experience of working in an international environment comprising both military and civilian elements
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Language Proficiency:

- A thorough knowledge of English, both written and spoken, is essential and some knowledge of French is desirable.
- **NOTE:** Most of the work of the NCIA is conducted in the English language.

Competencies or Personal Attributes:

- Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
- Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
- Relating and Networking - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.