



Our People

Victoria Page
Customer Engagement Manager

Customer centricity is one of our core values as a business. We aim to make sure that our customers drive the most value from their relationship with us and the service that we provide. Our Customer Engagement Managers are essentially the internal customer champion and represent the voice of the customer in our strategy and daily execution. This key customer facing role is responsible for the satisfaction, service and retention of customers through relationships, market research and analysis.

In 3 words how would you describe Achilles?

Fun, challenging, supportive.

What's the best thing about working at Achilles?

The best thing about Achilles is the support network. If you're stuck and need some help with any aspect whether it be related to your work or even personal life, Achilles will always provide ways to help.

What does your current role involve?

My current role as Senior Customer Engagement Manager involves ensuring suppliers have a seamless experience during the onboarding process. We do this by talking the supplier through the process, describing the reasons for which their questionnaire could be rejected and offering demonstrations via webinar. My role also includes making sure both suppliers and buyers see value from our service by issuing data insights, content articles and bringing the buyer and supplier together either virtually or face to face.

How does Achilles support your career development?

Since joining Achilles, I have received training for personal traits which I wanted

to develop and regularly received training from senior managers. I have been able to move into roles which are a challenge and always receive encouragement from my seniors whether that be praise or constructive criticism.

What projects are you involved in at the moment?

I'm currently involved in a global initiative to facilitate the networking opportunities among our buyers and suppliers. This is something that we are best placed as a company to offer and it provides a really valuable touch point for our customers. I'm working on this with other members of Customer Engagement Team who look after the chemicals, facilities management and oil and gas sectors.

How long have you been working at Achilles?

I have worked at Achilles for 1 year and 2 months.

What has surprised you most about working for Achilles?

My background was IT recruitment which is a very aggressive environment. I was surprised at how helpful the people were...and slightly relieved! Our motto is One Team and it really does feel that way.

We're always looking for talented people to help us in our mission to raise standards across supply chains and help businesses perform brilliantly.

Join the team.



CALL US
+44 (0) 1235 861118



EMAIL US
enquiries@achilles.com



VISIT US
www.achilles.com