

JOB DESCRIPTION

Job Title:	Customer Services Advisor
Reports To:	Customer Services Manager, Customer Services Supervisor
Job Purpose:	
<p>Responsible for taking customer orders, dealing with queries and working closely with all colleagues and teams to deliver an exceptional customer service to contribute to the growth of the company.</p> <p>The initial training and induction process (at least the first 3 months) will take place in house rather than from home. After training is complete, the working arrangements will be reviewed in line with the current evaluation of company office/home working practices. Long term, the role is likely to be predominantly based in-house.</p> <p>During training and induction, working hours will be 9:00 – 17:30 after which, contracted hours will be 09:30 – 18:00</p>	
Key Accountabilities/Responsibilities:	
<ol style="list-style-type: none"> 1. Receive all incoming contact from customers - phone calls, email, social media messaging including live chat - researching and responding to queries, and taking and keying in orders to the system to ensure the customer receives an excellent service. 2. Investigate and resolve any customer issues in the most efficient way possible, to ensure excellent service levels, escalating where needed. 3. Gain a clear understanding of customer requirements and expectations in order to recommend specific products and solutions and secure new and repeat sales. 4. Develop and maintain an in-depth knowledge of the company's full product range in order to supply customers with accurate and appropriate information. 5. Develop and maintain customer relationships to maximise profitability and increase client satisfaction. 6. Undertake general administrative duties to ensure the smooth running of the department. 7. Help promote company activities, offers and raise the company profile by making calls to customers and clients as required. 8. Work as a valued member of the customer services team, to make sure that work and tasks are completed effectively and to agreed deadlines. 9. Keep in contact with the Purchasing and Warehouse Departments to ensure all customer orders are processed efficiently and accurately. 10. Work with the Marketing and IT Departments to ensure customer needs and requirements are met effectively. 11. Work with the Business Development Team with regard to customer requirements, trading levels, and support requirements to contribute to the continued growth of the company. 12. Maintain any reports requested by supervisors/management as required, contributing to business administration and planning. 13. Take on any other reasonable tasks or responsibilities as required within the general remit of the role. 	

JOB DESCRIPTION

Key Competencies

Peer relationships

Can quickly find common ground and solve problems for the good of everyone; can represent his/her own interests and yet be fair to colleagues; can solve problems with colleagues with a minimum of noise; is seen as a team player and is co-operative; easily gains trust and support of peers; is honest and encourages colleagues to work well with each other.

Customer Focus

Is dedicated to helping both internal and external customers; gathers and uses customer information to improve products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Approachability

Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm and pleasant; gets on well with people; is a good listener; good at gathering information, even if informal or incomplete, in time to do something about it.

Adaptability

Is able to change the way she/he behaves or approaches a situation in order to achieve a goal; responds to change with a positive attitude, willing to learn new ways to accomplish work activities and objectives.

Composure

Is cool under pressure; doesn't become defensive or irritated when things get difficult; is considered mature; can be counted on to hold things together during tough times; can handle stress; isn't knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a calming influence in a crisis.

Continuous learning

Shows eagerness to learn necessary technical knowledge, skills and judgement to accomplish a result or to serve a customer's needs. Has desire and drive to gain knowledge and skills necessary to perform job more effectively.

Initiative

Does things that no one has requested in order to improve or enhance products and services, avoid problems, or lead to new business opportunities. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Problem solving

Handles problems and opportunities in a logical way by using his/her knowledge and experience, as well as other references and resources as necessary.

Professionalism

Thinks carefully about the likely effects on others of his/her words, actions, appearance, and mode of behaviour. Selects the words or actions most likely to have the desired effect on the individual or group in question.

JOB DESCRIPTIONAttention to detail

Thoroughness in completing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organises time and resources efficiently.

Knowledge, skills, experience and characteristics**Essential**

- Excellent customer service skills
- Experience in a previous customer services role
- Ability to build and maintain excellent customers relationships
- Good IT skills (including Microsoft office packages such as Outlook, Word and Excel)
- Ability to use all media (telephone, print, email, social media, internet) to provide information to customers
- Excellent telephone manner with first class communication skills
- A genuine desire to help our customers to develop their businesses
- Ability to work flexible hours (evenings until 9pm) which will be part of a rota system. N.B. Please note the late shift is currently suspended.

Desirable

- Some outbound telesales experience

Key Relationships

Internal: Customer Services Manager, Supervisor & Team Leaders, Customer Services team, Warehouse Manager/supervisors, Purchasing team, Business Development Managers

External: Customers, Suppliers

Date Reviewed:

May 2021

Reviewed By:

Customer Service Manager and HR