

JOB DESCRIPTION



TITLE: Customer Services Advisor

Job Role:

The primary objective of a Customer Services Advisor is to deal directly with customer queries and fault requests for both e-commerce business and a warranty service for a global manufacture. Deal with customer queries by telephone or email, ensuring that calls and emails are answered in a fast, efficient and professional manner. Some general administration duties are also required.

Flexible hours to suit, with overtime available during the busier periods and will include some Saturdays. This is a temporary role until September, which may be extended or become permanent.

Key responsibilities:

- To answer a high volume of incoming calls and maintain a rapid response rate according to agreed standards, routing calls to other departments where necessary
- Dealing directly with customer queries and fault requests, through all stages of the process.
- Provide responsive customer focus assistance via phone including following up on previous enquiries
- Provide information and technical advice.
- Log information on calls received and maintain detailed and accurate records. Maintain and update continuously
- Dealing with incoming e-mails and post
- Identifying replacement parts where needed and arranging sales and dispatch requests
- Some general filing and photocopying are required
- Operate a variety of standard office machines including a personal computer
- Communicate and liaise verbally between customers and staff and interpret and respond clearly and effectively to spoken requests over the phone and to verbal or written instructions
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adhere to relevant health and safety procedures
- Pursue personal development of skills and knowledge necessary for the effective performance of the role
- Adhere to stated policies and procedures relating to Health & Safety and Quality Management
- Any other tasks deemed by the Company to be necessary for the successful completion of the role

Person Specification:

Skills/experience:

- Excellent telephone manner
- Ability to remain calm under pressure
- Ability to negotiate workloads and a good time manager
- Ability to work on own initiative and remain part of the team
- Computer literate
- Excellent communication and problem-solving skills
- Confident individual with customer service experience

Disposition:

- Methodical and organised way of working
- Sense of humour
- Willingness to display flexibility in working hours as occasions may sometimes demand

For Further Information:

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