

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 manufacturer. Deal with inbound customer queries on social media, telephone or email, ensuring that calls and emails are answered in a fast, efficient and professional manner in line with business process.

- Must be able to start training on a Monday if successful for the role. Unfortunately, due to the intense training programme, we are unable to accommodate any training hours missed for the first week of employment
- Interviews to be held via Teams video link
- 6-month fixed term contact
- Unfortunately there is no opportunity to work from home

Key responsibilities:

- Hours of shifts are scheduled from 08h45 – 17h30, 40 hours a week. There are various options for days off during the week or weekends
- Overtime is offered when there is a high volume of work
- To answer incoming calls and respond to cases via email whilst maintaining a rapid response rate according to agreed standards
- Dealing directly with customer queries and fault requests, providing accurate information and following through from beginning to end result
- Log information on calls received and maintain detailed and accurate records. Maintain and update the customer case efficiently and effectively
- Provide product information, replacements and replacement parts along with technical information on products
- Deal with incoming cases and post
- Processing telephone sales orders
- 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 still remain part of the team
- Computer literate
- Excellent communication and problem-solving skills
- Social media experience handling complaints and queries
- Confident individual with customer service experience, preferably in an online retail environment

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:

Please contact James Chamberlain, Human Resource Manager:



01626 835400



01626 836654



james@wiltonbradley.co.uk



8 Wentworth Road, Heathfield, Newton Abbot, Devon, TQ12 6TL