

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 an e-commerce business. Deal with customer queries by telephone and email, ensuring that calls and emails are answered in a fast, efficient and professional manner. Some general administration duties are also required. This is a permanent role.

Key responsibilities:

- Hours of shifts are scheduled between 08:45 and 17:30 Monday to Friday, working every 3rd Saturday 08:45 to 17:30
- To answer incoming calls and respond to cases 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, ensuring you have interpreted and responded correctly to the customer request
- Log information on calls received and maintain detailed and accurate records
- Provide information and technical advice on products
- Identifying replacement parts where needed
- Arranging sales and dispatch requests
- Some general filing and photocopying are required
- 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
- 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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