

# WILTON BRADLEY

## JOB DESCRIPTION

## CUSTOMER SERVICE SENIOR ADVISOR

### **About Us**

At Wilton Bradley, we're not just a company; we're a customer focussed team passionate about bringing joy to people's lives through our range of leisure goods. With years of experience in importing and distributing products from all corners of the globe, particularly the vibrant markets of the Far East and China, we've honed our expertise. Our brands cover everything from surf and skate to water sports, outdoor play, and toys, catering to diverse interests. While we specialize in providing affordable options, our commitment to cutting-edge design, quality, and value for money sets us apart. Behind every product is our dedicated in-house design and development team, constantly dreaming up fresh and innovative ideas. We believe that evolving our brands and products is key to our ongoing success. Our clientele includes independent retailers, wholesalers, buying groups, major chain stores, and an ever-expanding network of international distributors. Join us as we continue to spread the joy of leisure across the globe.

### **Job Role**

The primary objective of the Customer Services Senior Advisor is to assist the Customer Service Management Team in the smooth and effective running of the Customer Service Team. Senior Advisors are responsible in ensuring Customer Service Agents receive feedback regarding product and process training, helping with escalations and difficult cases as well as managing their own case load. This crucial role ensures the new staff joining the CS team are supported for a few weeks after training. This role reports to the Team Manager.

### **Key Responsibilities**

- Identify continuous improvements and ongoing training and development of the Customer Service Advisors
- Coaching and development of self and team members on product knowledge and process
- Monitoring progress of staff competence within specific milestones with feedback to the Team Managers
- Able to balance the department and your own workload appropriately.
- Re engineering of current processes and procedures, ensuring we question what we do and what value it adds to our customers and stakeholders.
- Dealing directly with customer queries and fault requests, providing accurate information, and following through on both phone lines and cases
- Provide information and technical advice.
- To deal with escalated customer complaints
- Develop reporting requirements to manage workload and productivity.
- Assist with any technical issues on internal systems.
- 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.



## **Personal Specification**

### Skills

- Strong analytical, problem solving and decision-making skills.
- Ability to coach and influence people effectively
- Strong time management for self and others
- Ability to work on your own.
- Calm, methodical, intuitive, team player.
- High level of computer literacy
- Excellent communication skills
- Lead by example
- Reporting, technical knowledge of systems and supervisory skills are an added advantage.

### **Benefits**

At the Wilton Bradley Group we are committed to supporting our employees in both their professional and personal lives. We offer a range of benefits designed to enhance their well-being and work experience. Employees enjoy exclusive discounts, including 50% off Wilton Bradley products online and 25% off all Tii Brands online products.

We also provide a competitive company pension with an annual salary exchange opportunity, sick pay, and enhanced maternity and paternity pay. With 33 days of annual holiday, our employees have ample time to recharge and spend with their loved ones. Additionally, we foster a vibrant workplace culture through annual company events and recognition such as long service awards. To promote health and sustainability, we offer a membership of the Healthshield cash back scheme, a Cycle-To-Work scheme after six months of service and provide free on-site parking. Our casual dress code encourages comfort and expression, while our comprehensive induction and training program ensures professional and personal development opportunities for all. Plus, employees can enjoy complimentary tea and coffee to fuel their day.

Join us and experience the many benefits of being part of our team!

For more information, please contact Marianne Clark, Human Resource Assistant:  
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