**Job Description**

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| **Job Title:** Customer Services Advisor  **Reporting To:**Commercial Director  **Job Purpose:**As the frontline interface with customers, work to ensure our customers are receiving the best possible service for all the brands manufactured by the company. Managing the customer service function to ensure professional handling of customer queries, orders and complaints, via telephone, email and social media platforms to deliver complete customer satisfaction. |
| **Main Responsibilities:**   * Management of all enquiries received via all communication methods, namely online / telephone / social media, including complaints, orders, delivery queries, product queries, packaging queries, general enquiries, etc. * Gain an awareness of cross functional departments within the business to build product and processing knowledge. * Build a strong, in-depth foundation of knowledge for all company brands / products. * Create a database to capture & manage all enquiries to help trend and report on all positive and negative feedback from customers. * Clearly communicate customer enquiry to the relevant business department to allow investigation, solution development and report positively to the customer. * Collate and communicate solutions to enquiries / complaints to fully satisfy the customer and encourage brand loyalty. * Provide monthly trending of customer enquiries, escalating potential issues or challenges, to senior management team. * Contribute to the continuous improvement of the company through collaborating with other departments and escalating reoccurring trends to senior management to ensure the root cause is identified and a solution implemented to reduce / eliminate the issue. * Ensure responses for all frequent enquiries are added to the appropriate website FAQ section to aid with reduction of enquiries. * Reflect company values and culture to the external customer. * Processing of online and telephone orders to the distribution team. * Attendance at consumer shows to represent the company and product brands. * Other duties, within reason, as and when required. |

**PERSON SPECIFICATION**

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| **Job Title: Customer Services Advisor**   |  |  |  | | --- | --- | --- | | *Criteria* | *Essential* | *Desirable* | | Knowledge | * One year’s experience working in a customer facing role | * 5 GCSEs, inc. English & Maths | | Relevant Experience | * Intermediate level of use in PC applications (Microsoft word, excel & power point) | * Digital Literacy with social media channels * Experience or confidence working with an online Customer Relationship Management system | | Skills & Competencies | * Good interpersonal / communication skills; both verbal, written & listening * Confident handling difficult situations * Patient, remain calm under pressure * Polite but firm * Excellent organisational skills * Ability to prioritise and meet deadlines * Excellent attention to detail and accuracy * Good time management * Must be able to work on their own initiative * Ability to work within a team * Reliable |  | | Circumstances | * Able to work flexible hours as required * Available to travel on limited occasions (i.e. support for exhibitions), including weekends * Driving License |  |   **Approved By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_**  **John A. Mackle**  **Managing Director**  **Date of next review: 3 years from date of approval** |
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