

  

**JOB DESCRIPTION**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Job Title:** Customer Service Advisor

**Reporting to:** Senior Marketing Manager

**Job Summary:**

Mackle Petfoods is the proud owner of quality cat and dog food brands; Brandy, Cat Club, Naturo and Norsh, supplied through multi-channels in our local market, nationally and internationally. Mackle Petfoods also manufactures numerous private label brands. The Customer Service Advisor will ensure professional handling of all queries, orders and complaints from retailers, distributors and customers, via telephone, email and social media platforms to deliver complete customer satisfaction in line with our Company policies and brand values.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Main Responsibilities:**

**The successful candidate should fulfil the following criteria:**

* Assist with handling all enquiries received via communication methods including but not limited to online / telephone / social media, relating to products, complaints and orders 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 and products.
* Assist with the creation of a database / CRM system to capture enquiries, to help trend and report positive and negative feedback from customers.
* Responsible for the complaints database, capturing all customer and retailer complaints.
* Reporting potential issues or challenges to management in a proactive manner.
* Contribute to the continuous improvement of the company through collaboration 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 logistics team.
* Attendance at consumer shows to represent the company and brands.
* Other duties within the marketing and customer service team, within reason, as and when required.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PERSON SPECIFICATION**

**Job Title:** Customer Services Advisor

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
| *Criteria* | *Essential* | *Desirable* |
| Knowledge | * One year’s experience in a customer facing role.
* 5 GCSEs, inc. English & Maths
 | * Degree Level Education
 |
| Relevant Experience | * Intermediate level of use in PC applications (Microsoft Word, Excel & Power Point)
 | * FMCG experience
* Experience or confidence working with an e-commerce systems such as Shopify.
 |
| Skills & Competencies | * Excellent attention to detail and accuracy
* Very good communication skills; both verbal & written (English Language) - Polite but firm
* Confident handling difficult situations
* Patient, remain calm under pressure.
* Excellent organisational skills
* Ability to prioritise and meet deadlines.
* Reliable
* Good time management
* Must be able to work on their own initiative.
* Ability to work within a team
 | * Ability to pick up and assimilate information quickly and easily.
* Strong multitasking skills
 |
| Circumstances | * Able to work full-time hours: Monday to Friday, 9am to 5pm, on-site, at Mackle Petfoods sites. Occasionally, additional hours may be required to meet deadlines.
* Available to travel on limited occasions (i.e. support for exhibitions), including weekends for events.
* Clean Driving License
 |  |

 |