

## JOB DESCRIPTION



Section 1: General information	
Job title:	Customer Service Advisor
Department:	Customer Service
Reports to:	Head of Customer Service, Customer Service Supervisor
Section 2: PenCarrie's story and purpose	
<p><b>PenCarrie's story:</b></p> <p>With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.</p> <p><b>PenCarrie's purpose:</b></p> <p>The distribution partner that enables exceptional customer success.</p>	
Section 3: Purpose and responsibilities of the role	
<p><b>Main purpose of role:</b></p> <p>We're dedicated to helping our customers succeed and you will be the frontline of delivering an exceptional customer experience and service level to build lasting relationships and contribute to the growth of the company. Responsible for taking all incoming customer contacts, processing customer orders, dealing with and resolving queries, you will work closely with all colleagues and teams to help our customers grow their business. You will be a capable and resilient multi-tasker, a confident and empathetic communicator who enjoys a fast-paced and supportive team environment.</p> <p>The role is based in-house at our Willand distribution centre.</p> <p>During training and induction, working hours will be 9:00-17:30 after which, contracted hours will be either 8:30-17:00, 9:00-17:30 or 9:30-18:00.</p> <p><b>Main responsibilities:</b></p> <ol style="list-style-type: none"><li>1. Develop and maintain customer relationships, demonstrating empathy at all times, to maximise profitability and increase customer satisfaction.</li><li>2. Receive all incoming contact from customers - phone calls, email, social media messaging and live chat. Own, research and respond to queries, solve problems, and process orders in the system to ensure the customer receives an excellent experience at all times.</li><li>3. Investigate and resolve any customer issues in the most efficient way possible, to ensure excellent service levels, escalating where needed.</li><li>4. Gain a clear understanding of customer requirements and expectations in order to recommend specific products and solutions and secure new and repeat sales.</li><li>5. Develop and maintain an in-depth knowledge of the company's full product range in order to supply customers with accurate and appropriate information.</li><li>6. Undertake general administrative duties to ensure the smooth running of the department.</li><li>7. Help promote company activities, offers and raise the company profile by making calls to customers and clients as required.</li><li>8. Work as a valued member of the customer service team, to make sure that work and tasks are completed effectively and to agreed deadlines.</li></ol>	

9. Identify and share ideas for ways that customer experience or efficiency could be improved.
10. Keep in contact with the Purchasing and Warehouse Departments to ensure all customer orders are processed efficiently and accurately.
11. Work with the Marketing and IT Departments to ensure customer needs and requirements are met effectively.
12. Work with the Business Development Team and Internal Sales Team with regard to customer requirements, trading levels, and support requirements to contribute to the continued growth of the company.
13. Maintain any reports and data gathering requested by supervisors/management as required, contributing to business administration and planning.
14. Take on any other reasonable tasks or responsibilities as required within the general remit of the role.

## Section 4: Person specification

### Knowledge, skills and experience required:

#### Essential

- Excellent customer service skills, putting customer experience first.
- Experience in a previous multi-channel Customer Service role.
- Ability to build and maintain excellent customer relationships.
- Good IT skills (including Microsoft Office packages such as Outlook, Word and Excel).
- Ability to use all media (telephone, print, email, social media, internet) to provide information to customers.
- Excellent telephone manner with first class communication skills.
- A genuine desire to help our customers to develop their businesses.

#### Desirable

- Some outbound telesales experience.
- Experience of using a CRM system such as Salesforce, Microsoft Dynamics or NetSuite.
- Ability to work flexible hours on occasion, with advance notice.

## PenCarrie Values

### We're dedicated to customer success

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

### We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

### We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

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### We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

### We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities



### Section 5: Job description prepared by

Job title: Head of Customer Service

Date: May 2025