

## JOB DESCRIPTION



<b>Job Title:</b>	<b>Customer Service Support Assistant/Junior Customer Service Advisor</b>
<b>Reports to:</b>	Customer Service Manager
<b>Main Purpose of Job:</b>  To provide support to the busy Customer Service Team, including some general administration and regular telephone and electronic communication with the Company's distribution carriers and customers, whilst learning, through experience, the skills required to perform a Customer Service Advisor role.	
<b>Main Responsibilities:</b>  <ol style="list-style-type: none"><li>1. Chase up and resolve any delivery problems with the Company's distribution carriers to ensure a fast and efficient delivery of goods.</li><li>2. Claim costs back from carriers in cases of late delivery or lost parcels.</li><li>3. Pack and dispatch Company brochure packs to new customers to assist in acquiring new business.</li><li>4. Check daily reports from carriers and resolve any issues that may be on the reports to facilitate deliveries.</li><li>5. Arrange collections of goods for return using the internet to ensure they are dispatched accordingly.</li><li>6. Cover for absence on errand tasks such as franking/sorting the mail, delivering the banking etc.</li><li>7. Check all incoming emails and distribute to the appropriate member of staff to facilitate good communication or utilise a good command of written English to reply to those appropriate immediately.</li><li>8. Support the marketing department with certain duties when necessary, for example collecting items from designers.</li><li>9. Attend occasional meetings with distribution carriers to discuss and resolve any issues to ensure a continued excellent service.</li><li>10. Provide order entry back up for customer services during busy times. Absorb, learn through experience and build the required skills to perform a Customer Service Advisor role in a busy team.</li><li>11. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.</li></ol>	
<b>Knowledge, skills and experience required:</b>  <b>Essential</b> <ul style="list-style-type: none"><li>• Confident communication skills.</li><li>• Polite telephone manner.</li><li>• A good command of both spoken and written English.</li><li>• A positive and cheerful personality.</li><li>• A full and clean driving licence.</li><li>• IT skills including confidence in online systems and Outlook emails.</li></ul>	

**Desirable**

- Experience in a similar role would be advantageous but not essential.
- Experience of Word and Excel would be an advantage but not absolutely essential as full training in all tasks will be given.

**Competencies:**

Customer Focus

Is committed to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind.

Action Orientated

Enjoys working hard; is action orientated and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning.

Organising

Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Approachability

Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Attention to detail

Thoroughness in completing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organises time and resources efficiently.

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Initiative

Does things that no one has requested in order to improve or enhance products and services, avoid problems. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Adaptability

Is able to change the way she/he behaves or approaches a situation in order to achieve a goal; responds to change with a positive attitude, willing to learn new ways to accomplish work activities and objectives.

Peer relationships

Can quickly find common ground and solve problems for the good of everyone; can represent his/her own interests and yet be fair to colleagues; can solve problems with colleagues with a minimum of noise; is seen as a team player and is co-operative; easily gains trust and support of peers; is honest and encourages colleagues to work well with each other.

**Key Contacts:**

**Internal:** Customer Service Manager, Customer Service Supervisors, Customer Service Team, Marketing Team

**External:** Customers, suppliers

**Prepared by:**

Name: HR and Customer Service Manager

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