

JOB DESCRIPTION

Job Title: Customer Service Advisor

Department: Sales Admin

Vacancy Code: WM01

Requirement Overview

Reporting to the Customer Services Manager, this position involves working in a fast-moving sales and service environment, the Customer Service Advisor will be expected to operate and thrive within an extremely busy sales environment.

Previous experience in a customer service role (face to face or in a contact Centre) – is essential.

Responsibilities

- 1) Handling inbound and outbound calls from customers.
- 2) Day to day management of specific customer accounts. From order placement through to shipping.
- 3) Demonstrate an acceptable level of both product and process knowledge to confidently and competently manage customer interactions.
- 4) Provide assistance to resolve issues and queries over the telephone.
- 5) Ensure all Customer issues are logged following the department escalation process where necessary.
- 6) Effectively manage any issues raised and look to resolve where manageable or escalate where appropriate.
- 7) Collaborating with various internal departments to provide the best possible customer service.
- 8) Complete all tasks within timescales agreed and any other duties that may be reasonably asked of you

Core Competencies

- 1) Confident clear and professional telephone manner (voice, language, and rapport building).
- 2) You should possess the ability to demonstrate the following range of call management skills
 - a) Active listening,
 - b) Questioning & Summarising,
 - c) identifying needs and matching solutions
 - d) Opening and Closing the call.



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Person Specification

The incumbent will need to demonstrate on a sustained basis in their employment the following.

- 1) To communicate clearly with existing and potential external partners and to other staff at Emtelle, in respect to activities processes and methodologies employed in the department.
- 2) Highly self-motivated, disciplined and organised.
- 3) Time Management, they will deliver a high and sustained standard of attendance and timekeeping.
- 4) A focus on cost management, and absolute adherence to Health and Safety and Quality Requirements.

Knowledge

- 1) GCSE/National 5 or above in Mathematics or to a demonstrable equivalent standard: Essential
- 2) GCSE/National 5 or above in English or to a demonstrable equivalent standard: Essential

Experience

- 1) Experience in customer service activity. Experience of exporting goods would be desirable.
- 2) Problem solving and call handling experience.
- 3) Ability to effectively interact with team members at all levels of the organisation
- 4) Ability to work with/communicate effectively to internal and external clients
- 5) Strong PC skills, experience with planning and production tools such as ERP/MRP systems: Desirable

Skills

- 1) Sense of urgency in completing tasking to required targets in terms of output quality and time.
- 2) Ability to work as part of and lead a team: Essential
- 3) Ability to communicate effectively with fellow employees and customers: Essential
- 1) Ability to communicate effectively with and respond effectively to Higher Management: Essential
- 2) Demonstrate time management & leadership skills.
- 3) Ability to multi-task, set priorities and meet strict deadlines.
- 4) Ability to design processes, evaluate results and drive solutions to improve the processes.
- 5) Using logic and reasoning to offer solutions to problems.
- 6) Strong organizational and communication skills.
- 7) Mentor others in new processes and procedures.
- 8) Proficiency with computer software programs (Microsoft Office, MS Dynamics AX)



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Please note all CV and covering letters should be sent to:
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