

JOB DESCRIPTION

Job Title: Customer Service Advisor

Department: Sales Admin

Vacancy Code: WM02

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 and particularly challenging sales environment. The successful candidate will be expected to drive and deliver exceptional customer service.

Previous experience in a customer service role is essential.

Responsibilities

- 1) Handling inbound and outbound calls; resolving issues for customers and other stakeholders within the business.
- 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) Ensure all Customer issues are logged following the department escalation process where necessary.
- 5) Effectively manage any issues raised and look to resolve where manageable or escalate where appropriate.
- 6) Collaborating with various internal departments to provide the best possible customer service. Where necessary, this may involve taking control of situations and directing other stakeholders within the business to achieve the correct outcome for the customer.
- 7) Complete all tasks within reasonable timescales set out.
- 8) 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) Opening and Closing the call.
 - b) Active listening,
 - c) Questioning & Summarising,
 - d) Identifying needs and matching solutions



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Person Specification

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

- 1) Ability 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) Ability to effectively interact with team members at all levels of the organisation
- 3) Strong organizational skills.
- 4) Highly self-motivated and disciplined.
- 5) Time Management, they will deliver a high and sustained standard of attendance and timekeeping.
- 6) Strong PC skills, experience with MS Office platforms is essential.
- 7) A focus on cost management, and absolute adherence to Health and Safety and Quality Requirements.
- 8) Ability to mentor others in new processes and procedures.
- 9) Ability to design processes, evaluate results and drive solutions to improve the processes (desirable).

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 is essential. Previous experience in a civils, engineering or manufacturing environment is desirable but not essential.
- 2) Experience in exporting goods pre and post Brexit would be advantageous. Knowledge of this should include but not be exclusive to:-
 - Shipping Incoterms.
 - Export VAT legislation.
 - Customs Processes and Documentation.
 - Imports: Inward and Outward Processing.



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