

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Customer Services Advisor</b>
<b>DEPARTMENT:</b>	Customer Services
<b>RESPONSIBLE TO:</b>	Customer Services Team Leader\Manager
<b>RESPONSIBLE FOR:</b>	N/A
<b>RELATIONSHIPS:</b>	Customers (B2B & B2C), Business Development Managers (BDMs), National Sales Manager (NSM), National Account Managers (NAMs), Marketing, Customer Service International (CSI), Merchandising, Quality Assurance, Warehouse, Transporters, Finance.
<b>LOCATION:</b>	Denham / Loughborough, occasional travel may be required

Our brands, products and people are synonymous with design, innovation, quality, sustainability and service excellence. Offering the most desired British Brands in every living space in the world.

### PURPOSE:

To ensure world beating Customer Services is provided, promoting a 'customer always comes first' approach. Front line customer service advisor covering all aspects of sales order processing, customer sales support, technical support and after sales, all claims and any queries from customers to be processed/handled in an efficient and effective manner, adhering to our values and customer experience principles. Ensure that orders, collections, claims and any queries from customers are processed/handled in an efficient and effective manner, adhering to our values and customer experience principles. Mainly looking after, but not limited to, the retail sales channel, communicating with both B2B and B2C contacts, fostering long term relationships with key contacts, partnering the BDMs driving all company and team objectives. Liaising with the customer on any query they may have regarding the availability, pricing, technical specification, purchasing and maintaining our products, whilst constantly striving to enhance and improve the customer experience. To maintain and promote to other team members and colleagues a high level of customer service and customer satisfaction.

### MAIN RESPONSIBILITIES:

#### Telephone Management

- All calls answered to agreed standards whilst offering professional customer services to all internal and external (B2B and B2C) customers.
- Respond to all phone calls in line with SLA, Values and Customer Services principles.
- Pro-actively support and contribute to the overall team and individual objectives.
- Manage all call enquiries; maintaining service level agreements (SLA) through fast and accurate processing. Ensure all necessary information has been received, and process all requests correctly and in line with our Values and Customer Service principles. Focusing on right first time.

#### Pre Sales

- Interpret a customer's requirements (B2B, B2C, internal), supporting and providing a specification/recommendation that achieves the client's objective, considering technical, design and budgetary aspects. Look to trade up and suggest alternative and additional products where appropriate.
- Quotations and reservations: create in ERP (Mertex) complying with the prevailing policy, delivering to agreed SLA.

## **Order Management**

- Ensure all orders received are processed within agreed timescales.
- Provide availability information pro-actively to all customers, ensuring delivery of goods within SLA meeting all customer requirements.
- Process quotations, orders, collections/returns and complaints, verifying quantity, product and price, as well as the Warranty Policy, T&Cs and prevailing Pricing Policy.
- Manage orders through to delivery, ensuring service level agreements (SLA) are met and the order management is conducted in an efficient and timely manner. This is to be carried out to meet the correct (customer) requirements, time and pricing, and in a method cost effective to Our client, following all policies and procedures, ensuring high levels of Customer Services and On Time In Full delivery.
- Collaborate with Merchandising to ensure efficient management of purchase orders. Ensure that delivery schedule is met, inform customer and BDMs about any delays or shortages.
- Continuously challenge and seek to improve our processes and service provided to our customers.

## **Customer Management**

- Key point of contact for all matters relating to products, quotes, orders, and product availability for internal and external (B2B and B2C) customers.
- Manage E-Mail requests, maintaining service level agreements (SLA) through fast and accurate processing. Ensure all necessary information has been received, and process all requests correctly and in line with our Values and Customer Service principles. Focusing on right first time.
- Ensure that all information is up to date on all relevant systems, such as Mertex and CRM.
- Where necessary provide system reports in order to inform internal/external customers with information required.
- Work closely with and support Business Development Managers in growing the channel and delivering customer service that exceeds expectations.
- Accompany BDMs periodically to visit key partners
- Optimise product selection and all associated processes to ensure maximised profitability on each enquiry for both the Company and each Stakeholder.
- Work with our customers and partners to forge a close working relationship, ensuring we are the preferred choice on all specifications.
- Build relationships with all internal and external customers.
- Always delighting all customers and ensuring high levels of customer satisfaction.

## **After Sales**

- Handle fault resolution, provide support to internal and external customers with all technical aspects of our products.
- Deal effectively with claims raised over the telephone and by email, meeting requirements in all policies when dealing with claims and returns.
- Ensure customers are delivered on time by executing queries expediently and replacing faulty or incorrect products quickly.
- Resolve invoice queries in collaboration with Credit Control. Highlight any large deviances to Team Leader and Credit Control. Ensure credit notes are issued as required.

## **Other**

- Continuously challenge and seek to improve our processes and service provided to our customers.
- Familiarise yourself with all company compliance rules.
- Provide support and cover for all other team members, working as a team-player consistently providing first class levels of customer service.
- Provide accurate monthly reporting, as required.
- Any other duties deemed reasonable and appropriate by the Company.

## SKILLS AND COMPETENCIES

- *Customer Focus*: always putting the customer at the heart of all decisions, and live the customer journey.
- *Respect and accountability*; always demonstrating respect for colleagues and customers, and taking responsibility for own actions through a 'no blame' culture.
- *Communication*; seeking to share knowledge and enthusiasm through maintaining an open and honest communication with all colleagues and customers. Effective in listening and critical reasoning. Excellent written and verbal communication skills.
- *Innovation*; proactively welcome new opportunities and share ideas. Constantly working towards improving practices and systems, identify potential areas for improvement.
- *Consistent*: demonstrating a high standard in all work, always working efficiently, using best practice to drive results.
- *Attention to Detail*; Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- *Organised*; Organises and schedules time, activities and resources, plans time and milestones effectively, using appropriate tools.
- *Commercial Awareness*; Actively seeks opportunities for the development of the business based on relationship building, data collection and analysis.
- *Interpersonal Skills*; considers and responds appropriately to the needs, feelings and capabilities of different situations. Demonstrates an ability to control and filter emotions in a constructive way.
- *Analytical*; ability to analyse issues and break them down into their component parts. Carries out diagnosis and develops solutions, and makes systematic and rational judgements, based on relevant information.

### Knowledge and Experience:

- Min. GCSE's including English and Maths.
- Previous experience in customer services, selling or servicing decorative products industry preferred.
- Intermediate knowledge of Word & Excel.
- Experience working with Mertex or other ERP systems.
- Technical ability, understanding of / interested in the application of Fabrics, Wallpapers and Paint.
- Experience of working to standard processes.

**Signed:** .....  
**(compiled by)**

**Dated:** .....

**Signed:** .....  
**(jobholder)**

**Dated:** .....