

## Job Description : Customer Care Advisor

**Job Title :** Customer Care Advisor

**Reporting to :** Customer Care Manager

### Objectives:

To provide a first class service to our retailers and consumers. We are committed to managing all issues as efficiently and effectively as possible in order to minimise any upset and inconvenience.

We must focus on helping the customer and resolving the incoming query to a permanent conclusion quickly to maximise customer retention, whilst respecting the terms and conditions of the Customer Care Department.

### Key Responsibilities :

- Respond to incoming calls within three rings (the agreed company SLA).
- Be compassionate to all customers.
- Offer the necessary guidance and support to all customers (internal and external).
- Arrange where necessary a service visit for the customer only after advice has been given, ensuring all work is passed to engineers.
- Keep relevant parties (i.e. ASM, internal staff, customers and end users) informed at all times on the progress of a customer care issue - When necessary communicate the issue to the ASM, Team Leader or Customer Care Manager.
- Update Scribe to allow full traceability of all customer complaints, ensuring information is readily available to all colleagues.
- Place orders of parts for engineers and consumers, ensuring that parts not covered by a warranty are paid for and accurate bank details are taken to process payment via on line PDQ.
- Once authorization has been sought for an exchange arrange delivery, fitting and collection with minimal disruption to the customer (fitting and collection of appliances only where necessary). Keep a copy of the report to be passed to the Customer Service Manager along with the serial number of the product.
- Ensure the validity of all service call requests in respect of guarantee dates, advise customers where they maybe charged (if faulty installation or out of warranty).
- To assist in the general administration of the department and respond appropriately when cover is required, this will involve processing any paperwork, including emails that come into the department,
- Attend and take part in any departmental meetings, making a positive contribution where possible.
- Support and develop fellow team members as and when the need arises.
- Assist with general ad-hoc duties necessary to aid the smooth operation of the department.

### Key Skills :

- Numerate and Literate
- Good Communication Skills – Verbal and Written
- PC Literate
- Good Organisational Skills

