

**Job Title:** Senior Customer Service Advisor

**Job Role:** Provide an exceptional customer service experience to ensure customers' requirements and needs are met. You will strengthen and deepen customer relationships to provide growth in line with the overarching business strategy, while working collaboratively with colleagues across departments.

**Reporting to:** Business Process & Services Manager

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Duties include, but not limited to;

- Motivate and inspire Customer Service department to exceed targets
- Coach team to maximize all customer interactions
- Point of contact for Customer Service department
- Management of some customer accounts (as defined by the business)
- Handling inbound customer sales calls
- Making outbound sales generation calls and follow up of quotations
- Answer inbound calls; take messages or redirect calls to the appropriate department
- Resolve customer issues with open quotations and stuck orders
- Using ERP for enquiry/quote handling and order processing
- Liaise across internal departments to ensure customers' needs are met
- Support the external sales function
- Support the wider team functions and carry out other tasks where required

#### **Functional Duties**

- Positive and enthusiastic with effective interpersonal skills with the ability to influence others
- Ability to work under pressure
- Excellent time management with the ability to work to deadlines
- Ability to manage and prioritise multiple tasks and projects
- Appetite for continuous learning/improvement
- Clear, articulate communication skills both oral and written, including telephone manner
- Excellent administrative and organisational skills
- Team player who can work cross-functionally and at different levels across the organisation
- Good knowledge of MS Office Excel/Word/PowerPoint/Outlook
- Desirable but not essential – knowledge of a CRM system and business system e.g. SAP, Epicor, Oracle,
- Ability to deliver excellent customer service to all stakeholders
- Attention to detail

#### **Experience**

- Experience of working with IT systems
- Experience of customer focused activities
- Good understanding of ERP system functionality

**Travel Expectations**

- None

**Health & Safety:**

- Ensure compliance with Company Health & Safety policies, procedures and good practices.

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Due to the changing nature of our business this job description may change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.