

UNISURGE INTERNATIONAL LTD

JOB DESCRIPTION

Title: Customer Services Advisor

Name:

Reports to: Customer Services Supervisor

Based at: Farboud Innovation Park, Newmarket

Broad Function:

To provide a professional, efficient and welcoming experience, ensuring exceptional customer focused standards are delivered at all times. To provide efficient and accurate administration support and respond to product or service enquiries.

Key responsibilities and accountabilities:

1. Deal with all telephone enquiries in a prompt and efficient manner.
2. Process orders received either electronically or via fax.
3. Liaise with Contracts, Production and Warehouse departments to ensure all orders that are manufactured and delivered meet customers' requirements. Advising Customer Services Supervisor, Territory Manager of any issues.
4. Ensure back order reports are run daily and dealt with.
5. Liaise with customer regarding all price discrepancies.
6. Assist with queries from Accounts department
7. Contact transport department regarding shipment information.
8. Co-ordinate slow moving stock.
9. Manage all standing orders, existing and expiring.
10. Liaise with external sales team.
11. Log any complaints or returns within 24 hours. Dealing with all matters with the exception of 'quality' issues – provide all information of complaints relating to quality with the QC Manager.
12. To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above

Principal Relationships

1. Accountable to – Customer Services Supervisor
2. Responsible for – Ensuring a comprehensive Customer Service experience
3. Internal – Works closely with peer group in own department and across all functions in ensuring projects and continuous improvement activities are well thought out and delivered, on time.
4. External – Maintains external contacts as necessary

Education and Experience

1. Educated to GCSE / A’ Level standard
2. Proven experience of effective business operations within Customer Services
3. Knowledge of Customer Services principles and practices desirable
4. Proficiency in CRM systems
5. Proficiency in MS Office applications

Skills and Attributes

1. Have an eye for detail, to ensure that practices are continuously updated and operating in the most cost-efficient manner. Customer focused
2. Must be able to work as part of a team and demonstrate initiative when required with a flexible and willing attitude at all times
3. Needs to be methodical, organised and show attention to detail. Organisational skills should be strong with an ability to plan ahead

Issued by: _____ Date: _____
 Manager

Accepted by: _____ Date: _____
 Job Holder [Insert name]

Approved by: _____ Date: _____
 Human Resources

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