

Job Details

Job Title	Customer Services Representative
Team	Customer Services
Job Type	Full-time
Reports To	Customer Experience Manager
Responsible For	You will not be responsible for managing any other employees
Working Hours	Due to the nature of its business, the Customer Services team operates under a shift work system between the hours of 8:00 am to 6:00 pm, Monday to Friday. You will be required to work 37.5 hours per week (or as your contract requires if part-time) in accordance with a shift rota which will be provided to you at least 1 week in advance of any change to your shift pattern. You may be required to work such additional hours in excess of your normal hours of work as are reasonably necessary for the proper performance of your duties and to meet the needs of the Company's business.

Overall Purpose of the Role

PRIMARY FUNCTION:

To work as a team member within the Customer Services team, assisting the Customer Experience Manager with customer administrative support. Your main responsibilities will include providing excellent customer service, answering customers' incoming telephone calls and correspondence via email, dealing with customer orders, resolving any customer issues or problems to conclusion, and developing/building customer relationships and administrative tasks for new business implementations.

SECONDARY FUNCTION:

To undertake essential functions that are involved with supporting the Sales team and external customers, which includes project management, solution development, customer management, administration and other office-based duties. The support required may also include implementing the work that the Sales team generates, and managing projects that fall outside of the standard account operations.

Key Personal Responsibilities

PRIMARY:

- To work as part of the Customer Services team, providing a high level of customer service to internal and external customers.
- To support the Customer Experience Manager with key customer accounts and administrative tasks.
- To deal with customer enquiries, queries and complaints, and reply to all email correspondence from customers.
- To answer incoming calls from customers.
- To process and file customer orders.
- To communicate with the Production Team to ensure that orders are produced and dispatched on time.
- To check order shipping methods, transit times and shipping costs.
- To monitor all customer deliveries in transit three times a day using the Despatch Check Report.
- To check any outstanding deliveries at the end of the day using the CS Daily Report, and emailing potential non delivery notices to customers.
- To perform administrative tasks involved in the implementation of new customer accounts on the in-house system.
- To communicate with the Product Release team to ensure that new customer training materials are set up within the agreed timescales.
- To perform administrative maintenance of existing accounts on the in-house system.
- To communicate with the Stock Control team to ensure that when customer picking items (items supplied by customer) reach minimum stock levels, we notify the customer.
- To record/investigate/resolve any customer issues/complaints.
- To raise credit note requests.
- To carry out administrative tasks within the department.
- To ensure that Customer Services SLAs for setups and incoming calls are met.

- To work as part of the Triage team, dealing and resolving customer queries in a timely manner. Responding to customers with preventative action and ensuring ActionPoints are signed off by the relevant department within 5 working days to support the Company's SLA.
- To run weekly reporting for late deliveries, raising ActionPoints and completing the required investigation.
- To ensure the DHL credit report is actioned weekly to claim back the payments due for late deliveries.

SECONDARY:

- To provide support to the Sales team by managing / completing:
 - Day to day operational liaison with customers / Sales team members
 - Sales documentation (implementation plans, approval forms, artwork approvals, etc)
 - Email support and Project support (excluding implementation)
 - Production and management of sample requests
 - Out of office support for the Sales team
- To provide support to the Sales team by telephone and email
- To maintain and establish contacts within customers' organisations where required.
- To ensure tasks performed for the role are inside the area of responsibility.
- To maintain and improve on internal relationships to support the Sales profile in the Company.
- To liaise with all departments to ensure account specific improvements or initiatives are applied across all accounts where possible.
- To maintain and update all appropriate documents on the Company network i.e. customer records, proposals, etc.
- To manage ongoing development of products, resulting from project experience, market and customer specific feedback.
- To ensure all Sales and Company procedures are followed and maintained effectively.
- To help train, motivate and develop other Team members, and uphold a positive attitude to your personal development and training.
- To ensure that all ActionPoints assigned to the Customer Services team are investigated and completed within the agreed timescales, ensuring investigations are thorough and preventative measures are relevant and achievable.
- To ensure that all personal as well as Customer Services and Sales Support SLAs and objectives/targets are met.
- To ensure that our customers' needs are met on time to the required standards, while striving to exceed their expectations.
- To ensure a professional level of customer contact is maintained at all times with our internal and external customers.

Key Company Responsibilities

- To promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, and contributing to developing equality of opportunity in working practices
- To ensure all work undertaken is in line with Data Protection requirements and a high degree of confidentiality is maintained at all times
- To ensure your behaviour complies with organisational values and you work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance
- To make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements
- To ensure welfare, health & safety standards and procedures are upheld and maintained at all times with regard to yourself and colleagues in line with organisational and legal requirements
- To understand and maintain ISO and IIP accreditations by ensuring compliance to relevant processes, standards and operating procedures
- To provide a reliable and consistent training materials service ensuring customer's requirements are met at all times and to the highest standards