



Job Description: Customer Service Advisor

Reports to: Customer Service Manager

From £19,000 to £21,500 per annum – Feather & Black Limited – Permanent

Summary of Role

Develops a culture of customer satisfaction through timely and thorough handling of enquiries. Works in a fast-paced environment to address customer issues and questions via a mix of contact channels which may include telephone, email, live chat or instant message.

Description:

- Customer centric with a passion for the customer
- Has a high level of both verbal and written communication skills
- A team player
- Meets or exceeds set SLAs and targets including CSAT and response KPIs
- Develops product knowledge to ensure all product enquiries are answered with a high level of customer service
- Advises of alternative product where necessary
- Liaises with 3rd parties – both internal and external
- Can work under their own initiative
- Quickly learns the functions of the system to log in and respond to customer complaints
- Accurately records and logs interaction with customers and updates account information and able to retrieve this information to create reports for management
- Keeps sensitive information and financial records private and confidential
- Works with the CS manager to maintain best practices for efficient communication with customers
- Knowledge of updated company rules and policies to address issues such as returns, faulty merchandise, wrong delivery and delayed delivery to inform customers
- Address customer questions about new products, services, promotions on sales
- Contributes to bottom lines sales by increasing customer satisfaction

Customer Service Skills and Qualifications:

Good Communication Skills, Customer Service Support Experience, Excellent Listening Skills, Results-Driven, Able to Work as a Team, Ability to Work in Fast-Paced Environment, Ability to Work Under Pressure, Pays Attention to Detail, Fast Learner, Engaging Personality, Problem-Solver, Analytical, Patient, Multi-tasking, Prioritising, Phone Etiquette

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

If you would like to apply for this position, please send your CV to hr@featherandblack.com