

## **JOB DESCRIPTION: Customer Service Advisor**

### **SCOPE:**

**Reports to Sales Manager**, supporting and working closely within the Sales and Operations Teams.

This is a customer focused role that supports the Sales and Operations Teams by managing client communications and expectations, interacting directly with potential, new and existing clients to give the best possible customer experience. You will provide customer service excellence, while helping to increase the company's revenue by providing specific sales and after sales service particularly in the delivery of crash parts. Working within the Sales and Operations support teams you will respond to customers ensuring timely and accurate responses and delivery to meet agreed individual SLA's.

### **PERSONAL SPECIFICATION:**

- > Experienced at handling customer queries
- > Must be able to provide excellent customer service
- > Timely oral and written communication
- > Be professional and flexible
- > Be able to resolve problems
- > Be driven and positive and able to work effectively under pressure
- > Be able to manage multiple tasks
- > High level of administration and organisational skills
- > Be a team player

### **EDUCATION/EXPERIENCE:**

- > High level of computer skills including MS Excel, Word and Outlook
- > Excellent written and spoken English, (Maths and English GCSE at Grade C or above)

### **MAIN RESPONSIBILITIES:**

- > Promote PVL as a credible and professional supplier
- > Inform our customers about all our services and suggest products that they may be interested in
- > Act as the internal first point of contact for after sales queries, responsible for handling customer concerns and feedback
- > Be first point of contact for crash part customers and build working relationships to aid and improve service
- > Process orders for crash parts within company SLA's
- > Answering incoming calls and proactively contacting customers whilst ensuring a high level of customer service
- > Following company process and completing the paperwork for orders
- > Liaising with Production and Sales to ensure accurate and timely production schedule maintaining client expectations and our SLA's.
- > Maintain relationships with our customers post-installation, completing customer satisfaction surveys and taking ownership of our customers and any queries
- > Manage online orders
- > Good understanding and knowledge of our products and services as well as industry developments (training will be provided)

### **TRAINING AND DEVELOPMENT:**

- > Full training on back office system (Clarity) will be given
- > Training on materials and our products and applications will be provided

### **KPIs:**

- > Timely response to all client requests (same day initial response)
- > Customer satisfaction levels over 90% on response and service
- > Demonstrate and report on regular, proactive account contact

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*I confirm that I have read the Company Quality Policy Statement and I understand its relevance to my specific job function.*

**ACCEPTED >>**

**NAME:**

**SIGNATURE:**

**DATE:**