*PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership*

PHOENIX Medical Supplies Limited
a PHOENIX company

## Role Mandate

| | |
|---|---|
| Job Title: | Nucare Customer Service Advisor |
| Function /CFBU: | |
| Dimensions of the Job: | |
| Reports to: | Customer Service Manager |
| Location: | NuCare Limited, Telford, Shropshire |

## Job Summary:

NuCare aims to deliver market leading customer service in handling all aspects of our customer requirements to the highest standards. You will need to have a passion for delivering efficient, accurate and brand representative customer service that will consistently delight customers resulting in increased customer loyalty. A critical element to the role is ensuring 100% accuracy in data capture/entry for all orders. The role requires a professional and dynamic approach to customer service with a desire for continuous improvement

## Responsibilities:

- Answer telephone calls within a busy team
- Provide order taking function efficiently and accurately as per NuCare SOPs
- Customer liaison, raising, investigating and resolving queries
- Provide advice and information regarding our service or product range
- Adhere to all processes as directed by the NuCare procedures. Carry out general administration to ensure a competent function of the team
- Any other duties or administration tasks as and when required

## Key Experience, Knowledge, Skills & Qualifications:

**Qualifications**

**Essential**:

- Minimum 5 GCSE's or equivalent including English & Maths

**Desirable:**

- Customer Service NVQ qualification Level 2 or equivalent

**Experience**

**Desirable:**

- Inbound working within a customer service orientated environment
- Data entry/capture environment

**Personal Qualities**

- Confident manner on the telephone to make maximum impact
- Excellent communication and interpersonal skills; listening skills, voice, words, matching,rapport building
- Excellent probing and interviewing skills - asking the right questions at the right time- usingquestions to control, open and close the conversation
- Energetic, positive and motivated
- Flexible approach to work - every customer is an individual
- Tenacity
- General positive work ethic, excellent attendance record
- Articulate with a positive "can do" outlook to work
- Self-motivated
- Good complaint handling skills - ability to think on their feet (knowing the proc matching needs)
- Solutions focused

- Customer driven
- Customer focus - customer service orientation, setting and managing expectat
- High attention to detail / quality orientation
- Passion for service excellence
- Resilience and motivation

  Team work

## Key Interfaces

| | |
|---|---|
| **Date Created \| Reviewed:** | |
| **Business \| Functional Lead Name:** (CAPITALS) **Signature:** | |
| **HR Lead Name:** (CAPITALS) **Signature:** | |

## Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

## Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
- encourages innovation and improvement

**Business** | **Customer**

**Quality** | **People**

## Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

## Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement