
Role Mandate

Job Title:	Depot Customer Service Advisor
Function /CFBU:	Customer Service – Supply Chain
Dimensions of the Job:	External and Internal Customer Service and cross company communication
Reports to:	CS Supervisor
Location:	Depot Based: (Runcorn)

Job Summary:

PHOENIX aims to deliver market leading customer service in handling all aspects of our customer and internal 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 a high level of accuracy in data capture for all transactions.

The role requires a professional and dynamic approach to customer service with a desire for continuous improvement. This role reports to the CS team and is part of a CS virtual team. This role is not based in the central CS team.

Responsibilities :

- Being the day to day business support for the central customer service team and being the sole point of cs contact (SPOC) for the base location and remote locations in a named geographical area
 - Providing customer support by answer incoming telephone calls during designated peak call periods.
 - Processing customer orders efficiently and accurately in line with customer service processes.
 - Proactively resolving cases in CRM to avoid case escalation and / or customer complaints
 - Internal and External Customer communications, raising, investigating and resolving queries.
 - Providing accurate advice and information regarding our services & products.
 - Adhere to all processes, procedure and work instructions located on the knowledge Centres.
 - Complete administration tasks that contribute to the competency and quality output of the team.
 - Any other agreed duties or administration tasks as and when required that support the efficiency of the depot operation and positively influence the customer experience
 - Providing support to the other depot customer service locations when
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required (Holidays, absence etc)

Key Experience,
Knowledge, Skills &
Qualifications:

Key Experience

Essential:

- Previous experience working in a contact centre or customer service environment dealing with inbound calls.
- Data entry/capture environment

Desirable

- Knowledge of depot operational processes

Knowledge and skills

Essential:

- Excellent communication and interpersonal skills; reporting lines are cross functional and CS supervisors are remote
- Ability to build relationships both face to face, and through written and verbal communication including monthly skype meetings
- Energetic, positive and motivated
- Excellent problem solving skills and having resolution orientated thinking
- Results focussed for both quantity and quality measures
- Passion for continuously improving the customer experience
- Resilient, with an ability to overcome challenges.
- Ability to work alone and as part of a team
- Flexible approach to work with evolving workloads
- Having a positive “can do” attitude

Qualifications

Essential:

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

Desirable:

- Customer Service NVQ qualification Level 2 or equivalent
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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



Key Interfaces

- Customer Service advisors & management teams
- Depot colleagues and management teams
- External customers
- CS supervisors will review performance monthly by skype and face to face or quarter.

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