
Job Title: Customer Service Advisor

Job Summary: PHOENIX 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.

Key Responsibilities:

- Answer telephone calls within a busy team.
- Provide order taking function efficiently and accurately.
- 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 National Customer Service 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

Essential:

Inbound working within a customer service orientated environment

Data entry/capture environment

Personal Qualities

Essential:

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- using questions to control, open and close the conversation.

Energetic, positive and motivated

Flexible approach to work- every customer is an individual

Tenacity

General work ethic- positive, 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 process, matching needs).

Solutions focused- (knowing when and how gaining commitment)

Customer driven – both individual and team

Customer focus- customer service orientation, setting and managing expectations

High attention to detail/quality orientation

Passion for service excellence

Resilience and motivation

Teamwork
