

Position Profile – Customer Services Advisor

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| Title | Customer Services Advisor |
| Purpose | You will provide excellent customer service whilst processing consumer queries, complaints and other requests. You will comply with departmental and regulatory processes, involving detailed administration, professional communication and liaising with clients and customers. |
| Reports to | Customer Services Supervisor |
| Direct Reports | None |
| Key Areas of Responsibility | <ul style="list-style-type: none"> You will deal with specific customer service related enquiries, efficiently and professionally. You will be responsible for recording details of all enquiries onto the Customer Services database and responding to product enquires and complaints. You will, when required, support the reception desk with telephone calls and direct accordingly. You will produce specific letters for consumers and wholesalers, as requested. You will proactively identifying any issues, and liaise with internal departments, suppliers and Clients to resolve them as they arise. You will act in accordance with Pharmacovigilance policies and procedures, ensuring that they are adhered to correctly at all times You will be required to carry out any other reasonable task in relation to the overall job, as required. You will develop and maintain a current knowledge of the industry, as well as any external factors that may impact the department. |
| Professional Competencies | <p>Career Experience</p> <ul style="list-style-type: none"> A minimum of 12 months experience in a fast-paced customer service environment is essential. Experience of working within the FMCG industry, specifically health and beauty, would be advantageous. <p>Qualifications</p> <ul style="list-style-type: none"> Good general standard of education including Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> The ability to use Excel to a basic level in order to capture enquiries and complaints. The ability to recognise and analyse trends in relation to customer complaints and make recommendations for internal and external stakeholders. The ability to manage customer complaints in order to proactively find solutions. The ability to communicate politely and effectively with internal and external clients in relation to product queries and issues. The ability to liaise confidently with customers and clients in order to investigate and resolve any issues in a timely manner. The ability to use initiative and work autonomously in order to manage your own responsibilities. Attention to detail to ensure that work is completed accurately and within our standard operating procedures. |