



Customer Service Advisor Job Description

Reports to: Customer Service Team Leader

The Vision:

For Powrmatic to be a world class manufacturer, something we can all be proud of, and something that will enable us to maximise our potential for growth and to provide security for years to come.

The Mission:

To design, develop, and deliver quality HVAC solutions on time (every time), to manufacture products in the most efficient and cost effective way, by concentrating on consistently doing the right things and doing them well, enabling us to maximise shareholder value and stimulate growth.

Definition:

The Customer Service Advisor delivers the service levels required to provide the customer with the best experience possible, to stimulate customer retention and generate additional opportunities.

Overall Purpose of the Role:

To provide support to all internal and external customers; delivering a high level of service to all sectors.

Key Responsibilities:

The list of responsibilities below is not a definitive list and is subject to change as the business needs deem necessary. You may be required to undertake differing tasks within your capability.

General and Task Management

Work to achieve the departmental key performance indicators (KPIs) and provide an excellent service to customers.

Post-Sales Support

- Monitor and assign emails in generic inboxes, such as info@, orders@
- Answer customer enquiries by telephone and email, plus any other communication channels that are introduced by the company such as live chat and social media.
- Responsible for receipt of sales orders, ensuring all orders are correctly reconciled in terms of cost and scope of works, ensuring customer order reflects the Powrmatic offer.
- Ensure all sales orders are booked into the company's business management system (Progress Plus) and progressed correctly through the system from point of order through to final account.
- Responsible for timely acknowledgment of all sales orders, ensuring Powrmatic lead times are correctly communicated and documented to customers, along with a project programme when required. Any variations in information should be highlighted and resolved prior to manufacture (in association with ASM).

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- Liaise with Powrmatic's Production Manager & Team Leader to ensure all orders are progressed within agreed time scales.
- Ensure that all relevant delivery information is gathered from customers, including delivery contact and site details
- Liaise with customers and Powrmatic's Transportation Team to ensure all goods are appropriately packed for onward transportation to site and accepted on site
- Liaise with Powrmatic's Transport Manager to ensure site deliveries are coordinated with the customer.
- Monitor deliveries on a daily basis and liaise with the carriers to resolve issues. Keep the customers advised of any delays as early in the day as possible. Provide proof of delivery when required by customer.
- Responsible for post-order correspondence with customers ensuring all aspects of a project are effectively communicated and documented.
- Support the Product Manager, Accounts Team and Financial Director in the successful conclusion of final accounts.
- Assist customers when pick errors have occurred, liaising with After Sales as and when required.
- Assist customers when goods have been damaged in transit and pass details to After Sales as and when required.
- Assist customers with product returns and liaise with the relevant departments within the Company. Raise RANs (Return Authorised Notes) as required. Follow up outstanding returns for free of charge items.

Reception duties

- Unlocking/locking the reception door.
- Greet visitors and contractors if they are unable to be greeted by the host.
- Answer switchboard calls.
- Open and distribute the post.
- Prepare conference room and order lunch for management meetings.

People Management

- Work in a professional and pragmatic manner, respecting all employees throughout the business.
- Share knowledge with colleagues and assist with training and coaching of new members of the team.

Self-Management

- The ability to contribute to a better working environment for yourself and your co-workers. This includes self-awareness, initiative, accountability, persistence, resilience, patience, perceptiveness, and emotional regulation.
- Flexibility with the departments shift rotation pattern.
- Be aware of your health and safety responsibilities and co-operate on all H&S matters and procedures, taking care of yourself and others.

Skills and Attributes:

- Well developed communication skills; ability to communicate to all levels.
 - Able to understand customer requirements and deliver an excellent level of service.
 - Computer literature in MS Office
 - Good level of literacy and numeracy.
 - Organisational skills with the ability to prioritise a varied and demanding workload
 - Problem solving skills
 - Excellent team player
 - A high level of commercial awareness.
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Qualifications and Experience Levels:

Essential

- Educated to GCSE standard with level 4 passes in English and Maths
- Track record of working in a busy demanding business environment
- Experience of dealing with customers

Desirable

- Experience of working within the Construction or HVAC Industry.
 - Customer Service Practitioner Apprenticeship Level 2 or equivalent
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Continual Improvement Policy:

Continuous improvement is at the core of the management strategy of Powrmatic and covers all aspects of the operation of the company. Continuous improvement activities drive organisational excellence to improve value delivery to all Powrmatic stakeholders including customers, employees, partners and society, thereby increasing the probability of long term success as an organisation.

By implementing a culture of continuous improvement, the company will:

- Focus on understanding and satisfying the customer, external and internal;
- Regularly review approaches and methods with improvement cycles and conclusions implemented;
- Benchmark and regularly measure the performance of key processes;
- Manage business using facts rather than opinion;
- Maintain a culture of clear, open communication;
- Work to reduce process-time in all aspects of the business;
- Promote active teamwork as a normal way of achieving outcomes;
- Recognise and promote improvement efforts;
- Develop a culture wherein continuous improvement involves everyone and the process of change becomes routine; and develops and values key partnerships with participants, customers and other stakeholders.