

Customer Service Advisor

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Company: Rafferty Resourcing

Location: Tonyrefail

Category: office-and-administrative-support

Customer Service Advisor, Permanent, Tonyrefail

We are seeking a Customer Service Advisor for a company based in Tonyrefail. The position is a mix of account management, order processing, customer service and administration. This role involves interacting with customers both over the phone and via email, offering pricing information and creating personalised quotes to meet the specific needs of each business. The company is committed to its employees' professional growth, offering outstanding training programmes, a supportive and friendly team environment, and opportunities for long-term career development.

The Role:

This position involves communicating with customers and suppliers via phone calls (and email too). Although emailing is an option (and most things are done this way), due to time constraints during the day, making a quick phone call is preferred. We are looking for someone confident enough to handle this aspect, such as following up with a delivery provider or contacting a customer for essential order details. While sending an email might cause delays, a brief phone call can resolve matters swiftly.

Managing your designated key customer accounts

Speaking to your customers regarding their orders, ensuring the information relating to the order is accurate and that the customer has been quoted correctly

Providing pricing and product information to your customers via email

Responding to emails and taking incoming phone calls

Updating the quotation system with information, such as volume, quantities and technical specifications

Matching invoices with delivery notes

Collaborating with the wider team regarding stock updates and deliveries

Ensuring all customer information, is entered accurately on the CRM system

The Person:

We are looking for individuals who can bring a diverse set of strengths to the team. If you have a background in kitchen, furniture, or carpet retail settings, or if you have experience in commercial or manufacturing roles that involve order processing and managing repeat customers, we encourage you to apply. Here are some key skills and attributes we are seeking in potential candidates:

Strong customer service skills: Ability to handle enquiries, resolve issues, and provide exceptional service to customers

Proficiency in order management: Experience in processing orders accurately and efficiently, ensuring timely delivery and customer satisfaction

Problem-solving skills: Capacity to troubleshoot issues, address customer concerns, and find solutions to meet customer needs

Communication skills: Effective verbal and written communication to interact with customers, colleagues, and suppliers

Team player: Willingness to collaborate with team members, support colleagues, and contribute to a positive work environment

Numeracy: Having a strong grasp of numbers would be helpful for accurately calculating costs for clients (although full training is provided).

Additional Information

This is a full time office based role

Hours of work are between 8.30am and 5pm (8.30am to 4.30pm or 9am to 5pm)

Early Friday finish (on rota), if working compressed hours

No weekend working

Salary up to £29,000 depending on experience

Flexible holidays

Increasing holiday entitlement

Additional days holiday for your birthday

Life insurance, company pension scheme

Discount shopping via Perks at Work

Casual dress on a Friday

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