

# Job Description

## Customer Services Advisor - 6 month contract

<b>Department/SBU</b>	Customer Services
<b>Location</b>	Abingdon, UK
<b>Summary of Job</b>	To represent Cellmark by telephone and provide customers with a helpful and efficient administrative service, thereby ensuring good customer relationships and the achievement of annual sales targets.
<b>Reporting Structure</b>	Reporting to Customer Service Advisor Team Leader
<b>Essential Functions</b>	<ul style="list-style-type: none"> <li>• To represent Cellmark services to existing and potential customers, providing advice and explanations of the process and administrative procedures in a friendly and informative manner.</li> <li>• To obtain market information and increase sales by calling existing customer groups (solicitors, advisory services, doctors), and potential customers who have registered their interest by responding to marketing activities.</li> <li>• To input customer details and case data into the computer with a high level of accuracy so that laboratory systems and letter programmes can operate efficiently, and customer confidentiality can be maintained at all times.</li> <li>• Able to create accurate written communication in response to customer enquiries</li> <li>• Maintain a high degree of customer confidentiality at all times</li> <li>• Liaise with customers regarding appointments, kits and payments</li> <li>• To ensure that cases progress in a timely fashion by checking case information and following up with customers by letter or telephone</li> <li>• To answer questions about the progress of a customer's case by referring to computer and file records and through liaison with laboratory staff, where appropriate, in order to provide a timely and efficient information service to customers. Where necessary CS Advisors may be required to pacify disgruntled customers.</li> <li>• Maintain a calm and professional approach when dealing with customer complaints and sensitive situations</li> <li>• Develop proficiency in all team activities to become multi-skilled</li> <li>• Participate in projects and meetings to identify process improvements and share best practice</li> </ul>

## **Job Requirements**

### **Education**

- Educated to at least GCSE level, one of which should be grade C or above in English and preferably to A level with a science qualification

### **Experience**

- Administrator with significant administrative experience
- Telephone based Customer Service experience
- Some experience of promoting a product or service over the telephone would be an advantage

### **Technical Skills**

- Computer literate with MS Word, Excel and in house database packages

### **Non-Technical Skills**

- Working in a team
- Sensitivity and empathy in dealing with issues which are complex and emotive
- Have a patient and flexible approach when dealing with complex and immigration cases
- Numerate and literate
- High level of accuracy and attention to detail
- Works in a well-structured and ordered fashion
- Flexible and able to handle a range of tasks
- Calm and composed in busy times
- Confident and skilled telephone manner
- Telephone sales skills
- Foreign languages an advantage
- Ability to remain impartial

## **Physical Demands**

- Sitting
- VDU operation
- Use of computer keyboard

## **Working Conditions**

- Working in an air conditioned shared office
- Own workstation
- Team of: 1 Customer Service Manager, 2 Customer Service Team Leaders, 2 Senior Customer Service Representatives, 4 Customer Service Advisors, 4 Customer Service Administrators and 1 receptionist