

Job Description

Customer Services Advisor

Department/SBU	Customer Services
Location	Abingdon, UK
Summary of Job	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.
Reporting Structure	Reporting to Customer Service Advisor Team Leader
Essential Functions	<ul style="list-style-type: none"> • 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. • 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. • 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. • Able to create accurate written communication in response to customer enquiries • Maintain a high degree of customer confidentiality at all times • Liaise with customers regarding appointments, kits and payments • To ensure that cases progress in a timely fashion by checking case information and following up with customers by letter or telephone • 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. • Maintain a calm and professional approach when dealing with customer complaints and sensitive situations • Develop proficiency in all team activities to become multi-skilled • Participate in projects and meetings to identify process improvements and share best practice

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