

## Customer Service Advisor Fixed Term Contract

Main Purpose
<p><b>The Customer Service department is the beating heart of the business processing customer sales orders and ensuring that we deliver great service to our customers by phone and email</b></p>
Primary Responsibilities
<ul style="list-style-type: none"><li>• Processing sales and sample orders for our customers and sales teams</li><li>• Answering high volume of customer and account manager phone calls within 3 rings</li><li>• Responding to customer and account manager emails</li><li>• Providing information on changes to orders (vintages, shortages, delivery dates)</li><li>• Ensuring that the right wines are entered at the right price</li><li>• Manage order/delivery discrepancies, advising customers accordingly and ensuring replacement stock as requested</li><li>• Processing collections and credits while ensuring the correct reason code is investigated and applied</li><li>• Setting up and supporting customers for SwiftCloud (customer) online ordering</li><li>• Dealing with order and other queries</li><li>• Managing complaints and queries</li><li>• Create ad-hoc reports for customer and sales teams when required using Excel Cube templates</li><li>• Following business processes to ensure that we deliver right first time</li><li>• Have a good understanding of the processes which we follow to ensure we minimise mistakes</li><li>• Undertake special projects to improve the processes and the efficiency of the department as a whole</li></ul>
Specialised Responsibilities
<ul style="list-style-type: none"><li>• Manning the incoming email inbox and categorising each message for the team to action according to its daily deadline</li><li>• Finalising or cutting off for each postcode deadline by checking all orders are accounted for and sent electronically to LCB (logistics partner) for processing</li><li>• Arranging special deliveries such as same-day, booking in, reworks and other non-standard delivery requirements</li><li>• Be second line support for customer delivery problems and failures</li><li>• Managing ongoing updates of customer delivery instructions and time windows</li><li>• Resolving discrepancies on orders with shortages or problems identified by LCB before despatch and on delivery</li><li>• Dealing with returns from LCB and receipting stock</li><li>• Holding stock on the system for approved customers by way of a Paid or Unpaid reserves</li><li>• Dealing with and processing national orders which involve a third party ordering system</li><li>• Entering, uploading and managing customer special prices and discounts</li><li>• Managing customer portal pricing for e-procurement systems</li></ul>

## Customer Service Advisor Fixed Term Contract

- Issuing credits to customers for price and order discrepancies and resolving invoice queries.

Knowledge, Skills & Behaviours	
<ul style="list-style-type: none"> <li>• Confident in speaking with customers, sales teams and our partner LCB to resolve any issues in way of email or a phone call.</li> <li>• Care about the customer and giving them great service</li> <li>• High levels of both accuracy and attention to detail</li> <li>• Good communicator both verbal and written – excellent telephone manner</li> <li>• Works well under pressure</li> <li>• Numerate</li> <li>• Team player who works well with others; both in their team and the wider company</li> <li>• Able to manage their own workload and prioritise appropriately</li> <li>• Problem solver</li> <li>• Able to influence others and negotiate a solution</li> <li>• Customer centric and strives to do their best for our customers</li> <li>• Self-starter, able to use own initiative</li> <li>• Embraces and demonstrates Company Values</li> <li>• Take some responsibility for own development by highlighting any training or support needs</li> </ul>	
Experience & Qualifications	Company Values
<ul style="list-style-type: none"> <li>- GCSE passes in key subjects i.e. Maths, English</li> <li>- Previous experience in customer service role</li> <li>- Computer literate – proficient with Microsoft Outlook, Excel and Navision</li> <li>- Experience of delivery functions</li> <li>- Highly numerate</li> </ul>	<p style="text-align: center;"> <b>Empowerment</b>  <b>Passion</b>  <b>Innovation</b>  <b>Collaboration</b>  <b>Urgency</b>  <b>Respect</b>  <b>Education</b> </p>

We are an equal opportunity employer and are committed to equality of opportunity for our current and future employees irrespective of their gender, age, race, disability, marital status, religion or belief, or sexual orientation.

Please send through an up-to-date CV to [hr@hnwines.co.uk](mailto:hr@hnwines.co.uk) and we are looking for successful candidates to start in January. This is a Fixed Term Contract position to cover maternity leave.