

JOB SPECIFICATION

Job Title	Customer Service Advisor	Dept/Location	Customer Services / Luton Head Office
Reports To	Customer Service Supervisor	Team Size	14
Key Contacts:	Customers, Sales Team, LCB, Accounts, Marketing, Shipping		

Main Purpose

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

Primary Responsibilities

- Processing sales and sample orders for our customers and sales teams
- Answering high volume of customer and account manager phone calls within 3 rings
- Responding to customer and account manager emails
- Providing information on changes to orders (vintages, shortages, delivery dates)
- Ensuring that the right wines are entered at the right price
- Manage order/delivery discrepancies, advising customers accordingly and ensuring replacement stock as requested
- Processing collections and credits while ensuring the correct reason code is investigated and applied
- Setting up and supporting customers for SwiftCloud (customer) online ordering
- Dealing with order and other queries
- Managing complaints and queries
- Create ad-hoc reports for customer and sales teams when required using Excel Cube templates
- Following business processes to ensure that we deliver right first time
- Have a good understanding of the processes which we follow to ensure we minimise mistakes
- Undertake special projects to improve the processes and the efficiency of the department as a whole

Specialised Responsibilities

- Manning the incoming email inbox and categorising each message for the team to action according to its daily deadline
- Finalising or cutting off for each postcode deadline by checking all orders are accounted for and sent electronically to LCB (logistics partner) for processing
- Arranging special deliveries such as same-day, booking in, reworks and other non-standard delivery requirements
- Be second line support for customer delivery problems and failures
- Managing ongoing updates of customer delivery instructions and time windows
- Resolving discrepancies on orders with shortages or problems identified by LCB before despatch and on delivery
- Dealing with returns from LCB and receipting stock
- Holding stock on the system for approved customers by way of a Paid or Unpaid reserves
- Dealing with and processing national orders which involve a third party ordering system
- Entering, uploading and managing customer special prices and discounts
- Managing customer portal pricing for e-procurement systems
- Issuing credits to customers for price and order discrepancies and resolving invoice queries

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

Please send through an up-to-date CV to hr@hnwines.co.uk and we are looking for successful applicants to start mid-April.

CANDIDATE PRIVACY NOTICE

As part of any recruitment process, Hallgarten collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its obligations under the General Data Protection Regulations (GDPR).

What information does the organisation collect?

The organisation collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK

The organisation collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, supplied by a recruitment agent, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The organisation will also request personal data about you from third parties, such as references supplied by former employers but this will only be done once a job offer to you has been made and you will be informed beforehand.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the organisation process personal data?

The organisation needs to process data to take steps at your request (ie by applying for a position) prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims. The recruitment process is not based on automated decision-making.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, the organisation may keep your personal data on file in case there are future employment opportunities for which you may be suited. The organisation will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes the HR Manager, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation may then share your data with former employers to obtain references for you. The organisation will not transfer your data outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees who have a business need to access.

For how long does the organisation keep data?

If your application for employment is unsuccessful, the organisation will hold your data on file for 3 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the organisation will hold your data on file for a further 6 months for consideration for future employment opportunities. At the end of that period [or should you withdraw your consent], your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and you will be provided with a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the HR Manager.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

If you fail to provide information which is necessary for us to consider your application, we will not be able to process your application.

Right to withdraw consent

When you applied for a position with the organisation you provided consent to us processing your personal data for the purposes of the recruitment exercise. You have the right to withdraw your consent for processing at any time.

I (candidate name) acknowledge that I have read and understood the Hallgarten
Candidate Privacy Notice

Signed

Date