

JOB SPECIFICATION

Job Title	Customer Service Advisor (sales team)	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. The team are responsible for processing customer sales orders and dealing with any operational issues. The team is split into sales & deliveries functions, please see primary responsibilities for each below.

Primary Responsibilities (Sales)

- 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
- Processing collections and credits while ensuring the correct reason code is investigated and applied
- Setting up and supporting customers for SwiftCloud 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 (sales)

- 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 for processing
- Manage and input Pre-invoiced orders when stock arrives for special promotions
- 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
- Holding stock on the system for approved customers by way of a Paid or Unpaid reserves
- Issuing credits to customers for price and order discrepancies and resolving invoice queries
- Be second line support for customer delivery problems and failures

Knowledge, Skills & Behaviours	
<ul style="list-style-type: none"> • Confident in speaking with customers, sales teams and our logistics partner to resolve any issues in way of email or a phone call. • Care about the customer and giving them great customer 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 or customer care role preferably office based - Computer literate must be proficient with Microsoft Outlook, Excel and Navision ideally Bevica. - Experience of working with 3rd party logistics providers - Highly numerate 	 <p>The diagram illustrates five company values: Partnership (represented by puzzle pieces), Positivity (represented by a checkmark), Passion (represented by a wine glass), Progression (represented by a person climbing stairs), and Pride (represented by a person with arms raised). The central logo of Hallgarten & Novum Wines is also present.</p>

WHAT IS ON OFFER

- Competitive Salary
- Professional development
- Bonus Structure and Company Profit Share Scheme
- Pension scheme
- 25 Days Annual Leave per annum with the ability to purchase up to 5 days

ADDITIONAL INFORMATION

This role is based in our Head Office in Capability Green, Luton working in a hybrid way after probation.

The ethos and culture of Hallgarten lies at the heart of everything we do, our 5 values of Partnership, Positivity, Passion, Pride and progression mean you will find a collaborative, supportive and friendly team that gives you a platform to succeed and grow.

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. We believe that the wide range of perspectives that result from diversity promotes innovation and business success. If you need reasonable adjustments at any point in the recruitment process, please let us know and in your application, please feel free to note which pronouns you use.

Closing date for applications is **Friday 25th April 2025**, but we reserve the right to close earlier should we find the successful candidate. Please send an up-to-date CV to hr@hwnwines.co.uk