

Customer Service Advisor

Main Purpose
<p>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</p>
Primary Responsibilities
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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

Customer Service Advisor

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

Knowledge, Skills & Behaviours

- Customer focused
- Team player
- High attention to detail & accuracy
- Previous customer service experience, and thrive on personal contact
- Confident in speaking with customers, sales teams and our partner LCB to resolve any issues in way of email or a phone call.
- Able to hold conversations with a broad spectrum of people and have the confidence to engage with everyone from bar manager through to MD as appropriately.
- 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

- 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
- Confident using a telephone and multitasking

Company Values



WHAT IS ON OFFER

- Competitive Salary
- Professional development
- Bonus Structure and Company Profit Share Scheme
- Pension scheme

Customer Service Advisor

- 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 **23rd February 2024**, but we reserve the right to close earlier should we find the successful candidate. Please send an up-to-date CV to hr@hnwines.co.uk