

## JOB SPECIFICATION

Job Title	Customer Service Advisor (delivery 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.**

### Primary Responsibilities (Deliveries)


- Answering a high volume of calls
- Managing incoming emails, categorising each message and action according to its daily deadline
- Take phone calls from our 3<sup>rd</sup> Party Logistics partners, customers and internal departments
- Manage order/delivery discrepancies, advising customers accordingly and ensuring replacement stock is sent as requested
- Dealing with any complaints and queries received
- Produce weekly and monthly reports as required
- Undertake special projects to improve the processes and the efficiency of the department as a whole

### Specialised Responsibilities (Deliveries)

- Sending orders across to our 3<sup>rd</sup> Party Logistics provider for processing and dealing with any issues
- Investigate any orders that haven't automatically been invoiced
- Run the stock reconciliation to ensure systems are aligned
- Arrange any special deliveries such as same day, booking in, reworks and other non-standard delivery requirements
- Managing ongoing updates of customer delivery instructions and time windows
- Resolving discrepancies on orders with shortages or problems identified by our logistics provider before despatch and on delivery.
- Dealing with returns from logistics provider and receipting stock
- Raising credits
- Stock transfers from warehouses
- Journalling stock
- Entering recharges onto monthly sheet

### Knowledge, Skills & Behaviours

- 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

<ul style="list-style-type: none"> <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>- Previous experience in customer service or customer care role preferably office based</li> <li>- Computer literate must be proficient with Microsoft Outlook, Excel and Navision ideally Bevica.</li> <li>- Experience of working with 3<sup>rd</sup> party logistics providers</li> <li>- Highly numerate</li> </ul>	

#### 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 **7<sup>th</sup> February 2025**, 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](mailto:hr@hnwines.co.uk)