

Waterstones

Job Title	Customer Service Advisor
Reports to	Customer Service Manager
Purpose	To be the voice of Waterstones by providing a highly efficient and effective first point of contact response and resolution service to our customers both internally and externally. To provide an advisory service to customers making a variety of enquiries.
Key Responsibilities	<ul style="list-style-type: none"> • To ensure that all customer enquiries are managed in a professional and timely manner.. • Provide daily support to shops for all general queries. • Deliver on-brand service to all customers, achieving a high level of customer satisfaction by efficiently and effectively responding to all queries by phone and email. • Provide support to other field teams and Head Office staff. • Engages with the wider Operations, Head Office and field teams to encourage a co-operative approach. • Resolve all incoming customer queries on the first occasion where possible • Foster good relations with customers and shops by being reliable and consistent • Be empowered to deal with customer complaints empathetically and taking ownership • Deliver best practise and strive to drive improvements
Experience and Qualifications	<ul style="list-style-type: none"> • Proven record of outstanding customer service • Excellent verbal and written communication skills • Use to working in a team • Ability to manage your own time. • Ability to build effective workign realtionships at all levels • Ability to communicate effectively with people at all levels of the business. • Experience of handling complaints would be desirable but not essential • Ability to use multiple internal systems and have some experience of using a CRM
Person Profile	<ul style="list-style-type: none"> • Passionate about providing excellent customer service. • Problem solving and initiative • Enthusiastic and self-motivated • Flexible and adaptable • Proactive and positive • Self-motivated with high energy levels • Confident and articulate
Direct reports	N/A