

# Waterstones

<b>Job Title</b>	Customer Service Advisor
<b>Reports to</b>	Customer Service Manager
<b>Purpose</b>	<p>The Customer Service team are the voice of Waterstones, we are the team our customers turn to online or over the phone to point them in the right direction, help solve a problem or advise them on just how good our latest best-seller is. As a Customer Services Advisor, you will work as part of a team to provide a highly efficient and effective first point of contact to our customers. You will utilise multiple channels within our customer service centre, based in the Book Hub, Burton-on-Trent to deal with a full range of enquires.</p> <p>Day to day you will respond to telephone and email queries in a timely and professional manner, provide advice to customers on a variety of areas including loyalty card queries, website queries, availability and supply chain queries. You will also deal with customer complaints over the telephone and by email.</p> <p>As a Customer Service Advisor, you will gain a broad understanding of all departments within Waterstones and understand how each of those areas impacts our customers. The customer service team is the first-point of contact for customers and shops and will occupy a unique position within the business, directly influencing service-focused opportunities.</p> <p>In this role, you will be required to work flexibly on a rota operating between 8am and 6pm, and between 8 am and 5:30 pm on weekends</p>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide daily support to shops for all general queries.</li> <li>• 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.</li> <li>• Provide support to other field teams and Head Office staff.</li> <li>• Engages with the wider Operations, Head Office and field teams to encourage a co-operative approach.</li> <li>• Resolve all incoming customer queries on the first occasion where possible</li> <li>• Foster good relations with customers and shops by being</li> </ul>

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	<p>reliable and consistent</p> <ul style="list-style-type: none"><li>• Be empowered to deal with customer complaints empathetically and taking ownership</li></ul>
<b>Experience and Attributes required</b>	<ul style="list-style-type: none"><li>• Positive, objective and confident in working approach with a proven record of outstanding customer service.</li><li>• Efficient at managing own time and communicating with colleagues</li><li>• The ability to communicate effectively with people at all levels of the business.</li><li>• Self-motivated with high energy levels.</li><li>• Passionate about providing excellent customer service</li><li>• Experience of handling complaints would be desirable but not essential</li><li>• Confident and articulate on the telephone</li><li>• Ability to use multiple internal systems and have some experience of using a CRM</li></ul>