

Role Specification – Customer Service Assistant

Objective(s)

To deliver after-sale support to customers by phone and email as required, including responsibility for tracking shipments, assisting customers with obtaining documentation and facilitating access to welding consumable test certificates.

To offer a first line of contact to customers for after-sale service and as liaison between the customer, the returns department and the technical services team. Coordinating warranty repairs with in-house engineers and local service centres, and conveying status updates on return events to customers.

To provide administrative support to internal sales team agents and field sales representatives, by way of standard-letter production, literature request fulfilment, quotation preparation (and order conversion if necessary) and completion & submission of export documentation.

To receive “operator group” and overflow “sales group” incoming calls, and to hold and distribute these calls to the appropriate department / team member as required. Handling incoming calls from end-user sales leads and assisting them with obtaining Weldability Sif products via the online shop, or from their nearest Trading Partner.

To assist with general office duties, such as receipt of post, outgoing mail-merge coordination and franking, document scanning and administration, and such other activities as needed.

Key Duties & Responsibilities

- Providing a consistent and helpful point of contact to customers for post-sale issues.
- Interfacing with the returns and technical teams, and providing status updates to customers.
- Supporting the sales team in response to assistance requests by email, telephone etc.
- Handling incoming telephone calls and assisting or distributing accordingly.

KPIs & Incentives

Following training and subject to completion of an introductory probationary period, in addition to your basic salary you may become eligible for a performance bonus scheme, which rewards your personal contribution to reduction of post-sale return & credit events, and customer satisfaction improvement.

Qualities & Attributes

Professional; confident; articulate; resourceful; excellent time-management and organisational ability; familiarity with Microsoft Office suite of applications (Word, Excel, Outlook and Chrome/Safari). Experience working in a customer support role would be beneficial.

Reporting To :

Customer Services Manager, Commercial Director.



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