



## Job Description

<b>Department/ Job Title:</b>	Customer Service - Customer Service Advisor (Air)
<b>Normal Hours:</b>	37.5 Monday to Friday between 8am and 6pm on a flexible basis, out of hours working may be required including travelling
<b>Location:</b>	Manchester
<b>Reports to:</b>	Customer Services Manager
<b>Direct Reports:</b>	N/A
<b>Job Purpose:</b>	The main job function will be to work as part of a customer service team and deliver an excellent customer experience to all clients across all aspects of the process from client on-boarding, quoting, reporting, invoicing and managing all incoming customer communications in a swift and professional manner
<b>Role Accountabilities and Main Duties:</b>	<ul style="list-style-type: none"> <li>• Support the Key Account Managers and the Sales and BD Teams with the on boarding of new clients and continued delivery of the customer service experience.</li> <li>• Action, manage and appropriately respond to all incoming client communications – e-mail and phone</li> <li>• Input and manage customer information into LIMS</li> <li>• Working closely with sample reception teams to ensure timely scheduling of work in line with client requirements</li> <li>• Provide first point contact resolution to client queries where possible, or appropriately manage internal resources to resolve problems</li> <li>• Generation of fit for purpose quotations for customers up to approved authority level</li> <li>• Coordinate logistical queries where necessary</li> <li>• Manage subcontract laboratory services when needed</li> <li>• Liaise appropriately with the analytical teams to successfully deliver customer projects</li> <li>• Generation of outgoing customer receipts and reports</li> <li>• Assign costs and generate invoice information</li> <li>• Accurate reporting of client information within the team as required</li> <li>• Work with KAM and CSM as part of a continual improvement process</li> <li>• Build and maintain professional relationships with clients and internal stakeholders</li> <li>• Advise customers on correct media to use for analysis and have knowledge of sampling techniques.</li> <li>• Prepare and distribute customer media orders when required in a timely manner.</li> </ul> <p>These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.</p>
<b>Person Specification:</b>	<ul style="list-style-type: none"> <li>• Strong prioritisation and organisational skills.</li> <li>• Impeccable written and verbal communication ability.</li> <li>• Excellent telephone manner and customer services skills.</li> <li>• Excellent interpersonal skills and communication</li> <li>• Able to bring a collaborative one team mindset</li> </ul>



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	<ul style="list-style-type: none"><li>• Experience in a customer facing role.</li><li>• Positive attitude towards change.</li><li>• Close attention to detail.</li><li>• Adaptable and flexible in their approach to work.</li><li>• Good IT skills (Microsoft based products; Office 365, Excel and Word).</li><li>• Accurate data entry skills and highly numerate.</li><li>• Adaptability to use various in-house systems and processes.</li></ul>
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