



Job Description

Department/ Job Title:	Customer Service - Customer Service Advisor
Normal Hours:	37.5 Monday to Friday between 8am and 6pm on a flexible basis, out of hours working may be required including travelling
Location:	Hemel Hempstead
Reports to:	Customer Services Manager
Direct Reports:	N/A
Job Purpose:	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
Role Accountabilities and Main Duties:	<ul style="list-style-type: none"> • Support the Customer Services Team and the Sales & BD Teams with the on boarding of new clients and continued delivery of the customer service experience. • Action, manage and appropriately respond to incoming client communications – e-mail and phone • Input and manage customer information into LIMS • Working closely with sample reception teams to ensure timely scheduling of work in line with client requirements • Provide first point contact resolution to client queries where possible, or appropriately manage internal resources to resolve problems • Generation of fit for purpose quotations for customers up to approved authority level • Coordinate logistical queries where necessary • Manage subcontract laboratory services when needed • Liaise appropriately with the analytical teams to successfully deliver customer projects • Generation of outgoing customer receipts and reports • Assign costs and generate invoice information • Accurate reporting of client information within the team as required • Work with the CS team including CSM as part of a continual improvement process • Delivery of the highest level of customer service and building strong relationships (internally and externally), ensuring that our customers do not want to look elsewhere for their service. • Develop and maintain a strong, confident and professional relationship with customers to ensure that they are receiving an exemplary service. • Dealing with customer queries and complaints through company procedures to ensure maximised communication with the customer, until a satisfactory outcome is achieved. • To work independently to deliver defined targets against a portfolio of clients.



Job Description

	These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.
Person Specification:	<ul style="list-style-type: none"> • Strong prioritisation and organisational skills. • Impeccable written and verbal communication ability. • Excellent telephone manner and customer services skills. • Excellent interpersonal skills and communication • Able to bring a collaborative one team mindset • Experience in a customer facing role. • Positive attitude towards change. • Close attention to detail. • Adaptable and flexible in their approach to work. • Good IT skills (Microsoft based products; Office 365, Excel and Word). • Accurate data entry skills and highly numerate. • Adaptability to use various in-house systems and processes.
Qualifications / Skills/ Experience	<ul style="list-style-type: none"> • Experience of working in a fast paced, high volume, customer service environment. • Account management experience would be advantageous • Positive attitude to change and delivering continual improvement • Excellent interpersonal skills and communication • Able to bring a collaborative one team mindset • Able to communicate with key stakeholders at all levels by phone, e-mail or face to face. • I.T. literate. • The ability to work under pressure and to deadlines. • Ability to train, mentor and supervise junior staff with excellent people management skills • High level of attention to detail. • Exceptional root cause analysis ability to problem solve and provide solutions that work for the customer and the business.