



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:	Aylesford
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. You will also be responsible for management of allocated client accounts' within the business
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

	<p>These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.</p>
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.