

Job Description

Department/ Job Title:	Customer Service - Customer Service Advisor (Air)
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:	Manchester
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 teams with the admin associated with on boarding of new clients and continued delivery of the customer service experience. • Action, manage and appropriately respond to all incoming client communications – e-mail and phone • Input and manage customer information into LIMS • Liaise with customers for sample paperwork, COC's, PO's • 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 • Delivery of customer receipts and reports and invoices. • Accurate reporting of client information within the team as required • Work with SCSA and CSM as part of a continual improvement process • Build and maintain professional relationships with clients and internal stakeholders • Process media orders and have knowledge of sampling techniques. • Perform result uploading, result calculations and data entry of results • Checking of data entry and calculations performed outside of the LIMS system. <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. (Essential) • Experience in a fast-paced role. (preferred)



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	<ul style="list-style-type: none">• Positive attitude towards change.• Ability to manage and maintain own workload• 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.
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