

## **Customer Service Advisor**

Accountable to:	Customer Service Team Leader
Location:	NHQ, Cardiff (Homeworking possible after training period)
Hours:	35 hours per week (Monday to Friday)
Salary:	£18,130 - £19,729 per annum

### **Job details:**

The Customer Service Advisor role is responsible for dealing with customer enquiries, providing advice and recommendations to customers, on the training courses and products that best suit their requirements and processing the orders.

### **Key duties and responsibilities:**

- Respond to customer training and supplies enquiries, advising which courses and products best suit their needs and placing orders.
- Speaking with new and existing customers with regards to any queries they may have with their course bookings over the telephone and also via email.
- Assist with covering the reception at NHQ, including processing course registers.
- Produce invoices and credits, and take payments.
- Update content on company websites.
- Ensure all data is handled in accordance with St John and GDPR guidelines.
- Participate in team training sessions on new products and services.
- Maintain product knowledge and keep up to date with relevant guidelines and regulations in relation to first aid and health and safety.
- Develop and maintain customer databases.
- Promote the work of St John Ambulance Cymru.
- Perform any other duties proportionate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## Person specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements:	Essential:	Desirable:	Method supporting assessment:
Educated GCSE level/equivalent (Grade C)	✓		Application form
Relevant customer service qualification		✓	Application form
Experience of working in a customer service environment	✓		Application form
Experience of working in a training environment		✓	Application form
Experience of working in a 'front of house' position		✓	Application form
<b>Skills, knowledge and abilities</b>			
Knowledge of first aid / health and safety		✓	Interview
Ability to prioritise tasks and workload	✓		Interview
Welsh Speaking		✓	Application form
Intermediate IT skills including Microsoft Word, Excel and Outlook	✓		Application form
Experience of working with Sage packages		✓	Application form
Excellent interpersonal and communication skills	✓		Interview
Passionate about making a difference	✓		Interview
Friendly and approachable	✓		Interview
Dynamic and proactive	✓		Interview

Willing to work flexible hours when required	✓		Interview
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Interview