Job Description – Customer Advisor

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|  Department | Customer Operations |
| Grade  | 6 |
| Reporting to  | Customer Operations Team Leader  |
| Direct reports (yes or no) | No |
| WTW Code  | AMS020 U2 6 |

| Job Purpose  |
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| * To provide an efficient and appropriate response to customers and other business partners, while dealing with enquires in a helpful, proactive and professional manner
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| Key accountabilities  |
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| * Ensure that an excellent service is provided at all times
* To answer incoming calls and deliver all customer interactions in a polite professional and appropriate manner, while working in accordance with the operating procedures
* Responding to customer queries via multiple channels
* To work in conjunction with company policies and procedures
* To handle interactions for all workstreams within agreed timescales
* To ensure that all Data Protection requirements are complied with
* To build and maintain effective working relationships with staff, visitors and contacts
* To contribute in creating and maintaining a high-performance culture
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| Role requirements  |
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| * Experience of working in a customer service role, preferably dealing with telephone, email, webchat and postal enquiries in a stakeholder engagement environment
* Demonstrate a genuine passion for speaking to customers and answering queries.
* Excellent customer service skills
* Proven ability to prioritise own workload, in line with changing requirements
* Excellent listening and questioning skills, with the ability to extract detailed and relevant information
* Excellent attention to detail, with high levels of accuracy
* Computer literate, including experience of using MS Office
* Effective communication skills, with excellent telephone manner
* Ability to use own initiative and work within defined procedures
* Strong team working ability
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