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 |

| 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 |

| 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 |