



Job Description – Customer Advisor

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

Job Purpose

- 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

- 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

- 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