Customer Services Representative

Reporting To	Customer Services Manager
Overall Purpose	To resolve queries of a non-technical post-sales nature cost effectively and in accordance with agreed standards of service and SLA's. Adhering to XMA procedures and to communicate query resolution to customers and credit control team.

Key Areas of Responsibility	Measures
Investigate and document all alleged errors made by XMA or third parties, (suppliers/carriers), and take appropriate closing action, ensuring that the customer is aware of progress at all times.	➢ Use of call logging system to agreed standards ➢ Liaison with other departments to ensure investigations are carried out and queries resolved within agreed SLA's ➢ Raising of credit notes and replacement orders to agreed standards ➢ Answer all incoming calls to agreed standards
Arrange and monitor the collection of goods from the customers' premises back to XMA Returns Department.	➢ Use of appropriate tracking software to agreed standard ➢ Outstanding return figures to be within agreed levels ➢ Investigate and validate reasons for returns. ➢ To proactively monitor, arrange returns with carriers and ensure that agree SLA's are met.
Process goodwill requests from customers and take appropriate closing acti	➢ Use of call logging system to agreed standards ➢ Appropriate authorisation obtained from managers ➢ Liaison with other departments to ensure investigations are carried out and queries resolved within agreed SLA's ➢ Raising of credit notes and replacement orders to agreed standards
Identify, process and monitor all lost and damaged in transit claims.	➢ Proactive identification of lost and damaged in transit parcels/consignments ➢ Proactive monitoring and escalation of claims to third parties within agreed timeframes ➢ Raising of credit notes and replacement orders to agreed standards
Maintain an auditable storage and retrieval system for all queries and associated data/documents.	➢ Use of call logging system to agreed standards ➢ Maintenance of hard copy filing system to agreed standards ➢ Archiving of hard copy paperwork to agreed standards and timescales
Identify and escalate any potentially significant problems which may affect the goodwill of customers.	➢ Proactive notification of problems to Management ➢ To reduce the level of customer Complaints and improved cash collection of invoices in query.
To resolve all queries within the company target	➢ Reports to identify average time to close a call.

This is not an exhaustive list

Essential Skills
➢ Experience in a customer related role ➢ Possess good communication skills ➢ Customer focused ➢ The ability to liaise with all levels within the company. ➢ Good telephone skills and experience of dealing with customers over the phone. ➢ Experience of working to deadlines / SLA's ➢ Computer Literate ➢ 2 x Grade C GCSE-must include English ➢ Minimum 1 year's experience in customer-related role

Competencies

Customer Focus

Proactively builds relationships with customers understanding and anticipating their requirements and needs. Presents a professional image to the customer and is accessible at all times. Confident in own knowledge of the products and the XMA business. Always strives to exceed customer expectation.

Confident Communicator and Networker
Pitches communication at the right level for understanding. Is approachable in style, listens effectively to really understand different points of view. Presents confidently orally and in writing. Maintains an active network of contacts both inside and outside the company and can use these contacts for information exchange to assist work goals.

Team Player

Enjoys working as part of a team. Engenders team spirit and co operation, always encourages a constructive win-win approach to team issues and problems. Shares ideas willingly and values the input of others. Engenders a real sense of co-operation and trust in their relationships

Self Motivation and Drive
Personally projects and creates enthusiasm in others, takes accountability and ownership of issues. Displays a desire and passion for their and the businesses success. Is proactive in style and openly shares successes to inspire people

Planning and Control

Operates in a well-organised and structured way, managing information and processes to ensure achievement of goals. Can adapt to changing demands. Demonstrates an attention to detail. Monitors progress regularly.