

<b>Job Title</b>	<b>Pre-Sales &amp; Customer Experience Advisor ( Spanish &amp; Italian)</b>
<b>Reporting to</b>	<b>Customer Experience Manager</b>
<b>Salary Range</b>	<b>£9.96 per hour</b> <b>Potential additional earnings after training</b>
<b>Hours</b>	<b>40 per week to be worked Monday – Friday</b> <b>08:30-17:00</b>
<b>Location</b>	<b>Burnley</b>
<b>Benefits</b>	<b>32 Holidays per year</b> <b>Up to 3% contributory workplace pension scheme</b> <b>Staff discounted products</b>
<b>Purpose</b>	<b>To be the point of contact for potential and existing customers; answering incoming calls and emails professionally and providing an excellent customer experience.</b>

**1. Specific Responsibilities**

**1.1 Answering incoming calls and messages, recording information and resolving the customer enquiries.**

- Providing an excellent pre-and post-sales customer experience
- Understanding and resolving customer enquiries politely and in line with company guidelines and in consideration of customer’s preferred outcome.
- Offering pre-sales product advice and basic technical troubleshooting. Technical training will be provided.
- Communicating with 3<sup>rd</sup> party suppliers, such as carriers.
- Accurately recording information given by the customer in our contact system Numero and setting follow-up reminders as necessary.

**1.2 Proactive Calls and Messaging**

- Making outgoing calls to customers to update them on the status of their order, delivery or to offer any further guidance
- Working through Carrier reports and update customers on their delivery
- Managing work items using the system to ensure customers are proactively contacted and kept informed
- Managing orders awaiting stock, ensuring the customer is kept informed
- Remain proactive through all aspects of work in order to minimise customer contact

### 1.3 Placing Orders and Upselling Products

- Understanding and confirming customer requirements.
- Accurately creating new sales and after-sales orders using the correct product codes and prices via one of several different sales ordering systems.
- Realising and taking opportunities to up-sell products and delivery options.

### 1.4 Complaint and Review handling

- Managing customer complaints through to resolution to the customer's satisfaction
- Finding and contacting customers who have left low scored feedback on Trustpilot to work to resolve and improve their experience
- Responding to reviews politely and professionally, acknowledging their concerns and confirm resolution.

### 1.5 Maintaining and Developing Knowledge

- Attending training sessions, retaining the knowledge given and using this to resolve customer enquiries and enhance the customer experience through the quality of advice provided.
- Continuing to develop own knowledge using resources provided such as training materials, web-site content and information sheets.

### 1.6 Marketplace Account Management

- Responding to and resolving customer queries using Numero templates specifically for Marketplace customers
- Handling all Cases, Claims, Return Requests and Feedback to resolution to protect the health of the accounts.
- Managing Marketplace orders to ensure these are under the correct status
- Maintaining our Marketplace Seller account scores, to include, eBay, Amazon, Houzz and ManoMano.

## 2. General:

- Represent the company in a professional manner and protect its reputation when handling customer queries.
- Forge good working relationships with other departments.
- Help to maintain the company website by reporting any change required to relevant departments
- Support new starters with familiarisation of systems and procedures
- Support the Supervisors and Managers in all activities as and when required.

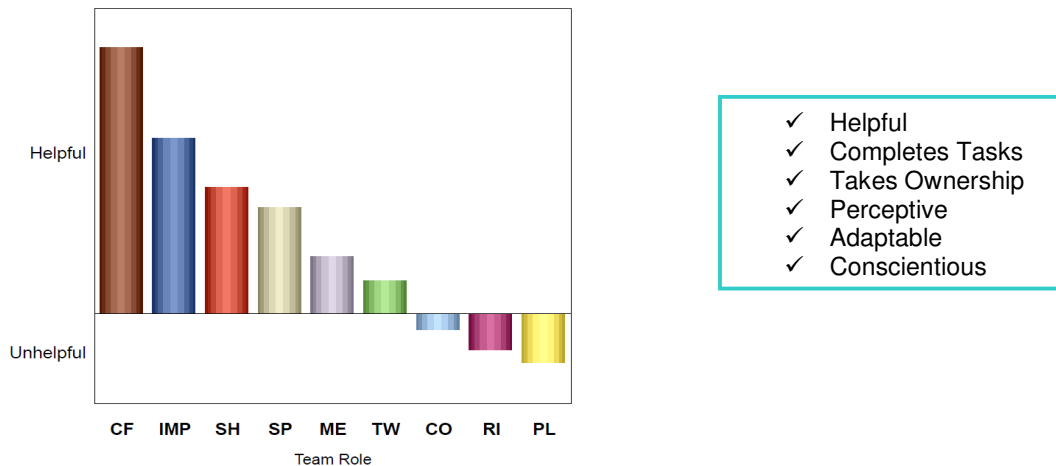
### Person Specification & Skills

- Experience of working within a Customer Experience or Contact Centre environment
  - Native level of verbal, listening and written communication skills in Spanish Language with impeccable attention to detail. Written and Spoken Italian Language is desirable.
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## JOB DESCRIPTION

- High Level of verbal, listening and written communication skills in English
- Self-Motivated, Positive and Enthusiastic attitude
- Able to work under pressure and prioritise work accordingly
- Willingness to help other team members and share learning experiences
- Commercially aware and keen to develop own business knowledge
- Experience of working with Microsoft Office including Word and Excel
- Able to adapt to and embrace change

### Belbin Profile



The job as it is specified requires someone who is intent on producing a high standard of work, keen to ensure that there are no errors and fully aware of the importance of deadlines. A suitable appointee would be one who pays great attention to detail and has good follow-through.

The work entails a fair degree of well-organised planning combined with systematic, efficient practices.

A likely candidate will probably be far better at receiving ideas and applying them precisely than conceiving them in the first place.

It has been specified that original and creative thinking could prove detrimental to this job.