|  |  |
| --- | --- |
| **Role** | **Multilingual CX Advisor (FR)** |
| **Reporting to** | **Customer Experience Supervisor** |
| **Salary Range** | **£9.96 per hour****Potential additional earnings after training**  |
| **Hours** | **40 per week to be worked Monday – Friday** **08:30-17:00** |
| **Location** | **Burnley** |
| **Benefits** | **32 Holidays per year****Contributory pension scheme in line with government guidelines.****Staff discounted products** |
| **Purpose** | **To be the point of contact for potential and existing customers; answering incoming calls and emails professionally, providing an excellent customer experience.** |

**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 3rd 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 French Language with impeccable attention to detail.
* 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