JOB PROFILE

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| **DEPARTMENT: CX** | **POST TITLE:** CX Advisor |
| **SALARY: £8.87 per hour** | **REPORTS TO:** CX Manager |
| **HOURS:** 40 per week | **RESPONSIBLE FOR:** N/A |

The following information is provided to help applicants understand and appreciate the general work content of their post and the role they are to play at Limitless Digital Group Limited (LDG). The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the salary has been established on this basis.

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| **Key Purpose of Post:** |
| The purpose of the role is to provide an exceptional customer experience by promptly dealing with any telephone calls, emails or messages (from new or existing customers) in a helpful, professional and courteous way. |
| **Main Responsibilities of Post:** |
| * To deliver an exceptional post sales customer experience, by promptly responding to and resolving any calls, messages or emails in a professional, courteous, and helpful manner, ensuring consideration of the customers preferred outcome. This will also include the provision of advice and basic technical troubleshooting. * To improve the customer experience by proactively anticipating and resolving any issues, which may include; communicating with third party suppliers (such as couriers), working through carrier reports to provide timely updates and resolutions and managing orders, awaiting stock and ensuring the customer is kept informed. * To ensure all customer enquiries, calls, complaints, sales, claims and return requests are correctly processed and are recorded on the correct systems in accordance with LDG policy and process. * To pro-actively resolve customer complaints through to resolution to the customers satisfaction. This will involve finding and contacting customers who have left low scored feedback on a customer review site, to try to resolve and improve their experience. To provide a polite and professional response to online reviews, acknowledging the concerns raised and confirming a resolution. * To ensure compliance with all internal policies and processes, in particular data protection requirements must be adhered to at all times, and customer data correctly and securely processed and retained. * To work flexibly, undertaking any other duties required of you which are commensurate with the salary for the post. By way of example you may be asked to change shift patterns or occasionally asked to act as shift leader during weekday shifts in the absence of a CX supervisor or Manager. |

**PERSON SPECIFICATION**

A person specification is a profile of who could best perform the job; it describes the attributes, skills and experience which are required to successfully perform the role.

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| **Knowledge:** |  |
|  | **Essential/ Desirable** |
| * Knowledge of Consumer rights. * Knowledge of Data Protection Laws * Knowledge of LDG policies, and Terms and Conditions of business. * Working knowledge of Numero, Solvitt, Magento and Back Office systems and LDG processes. | * Desirable * Desirable * Desirable * Desirable |
| **Experience:** |  |
|  | **Essential/ Desirable** |
| * Experience of working in a contact centre performing a customer facing role, dealing with complaints and problem resolutions via email, messaging services, social media and telephone. * Experience of working in an alternative customer service environment | * Desirable * Essential |
| **Qualifications:** |  |
|  | **Essential/ Desirable** |
| * GCSE Grade C or Grade 4 or above in English and Maths | * Essential |
| **Skills & Ability:** |  |
|  | **Essential/ Desirable** |
| * Able to identify issues and to apply the appropriate resolution. * Able to work effectively on own initiative as well as part of a team. * Able to negotiate and influence others to achieve the required outcome. * IT literate, including knowledge of spreadsheets and word packages. * Good attention to detail whilst delivering high quality work. * Excellent interpersonal skills across all methods of communication. * High quality written ability to produce information in a clear and concise format. * Highly organised and efficient. * Effective verbal and written communication skills. * The ability to work quickly and accurately on a variety of tasks. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential |
| **Communication:** |  |
|  | **Essential/ Desirable** |
| * You will be able to communicate clearly, effectively and appropriately with a diverse range of people in both written and verbal formats. * You can explain things clearly and precisely to others. * Actively listens, shares information, and proposes suggestions and solutions; * You show respect and fairness when communicating, considering the feelings of others. | * Essential * Essential * Essential * Essential |
| **Behaviour & Personal Characteristics:** |  |
|  | **Essential/ Desirable** |
| * Loyal to LDG. * Able and willing to learn new skills. * Able to manage a high workload and competing priorities. * Motivated, focused and hard working. * Able to remain calm and polite under pressure. * Leads by example and role models the values and behaviours that we expect always. * Treats everyone equally, with respect and dignity. * Enthusiastic and flexible team player with high expectations of self and others. * You will be able to adapt to new work challenges and situations, adopting a positive attitude to change. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential |