

Job Description and Personal Specification

Job Title:	Customer Service Advisor	Date:	18 March 2022
Reporting to:	Commercial Manager	Ref:	
Function:	Customer Service	Author:	Kate Oakden
Location:	Exeter		

Job Purpose

To deliver exceptional customer service support to **swcomms** customers.

Principal Responsibilities/Duties

- Manage incoming telephone calls and email correspondence from customers
- Identify, investigate and resolve a query, complaint or general enquiry from customers
- Complete paperwork relating to change of ownership requests
- Meet set targets & expectations for ensuring the best possible customer experience
- Record and track interactions with customers on the **swcomms** CRM system
- Follow industry & company guidelines in relation to a customers' contract with **swcomms**
- Keep up to date with industry regulatory changes
- Keep up to date with any changes **swcomms** make to terms and conditions
- Actively call existing customers to ascertain their experience with **swcomms**
- Provide reception cover on a rota to cover lunchtimes, absence and ad hoc meetings

Essential Skills

- Excellent verbal and written communication skills
- Problem solving
- Organised and motivated
- Ability to work alone and with a team environment
- Professional telephone manner
- Methodical and accurate recording of information

Desired Skills

- Minimum 1 years' experience within a customer service/support role
- Industry experience desirable not essential
- Excellent telephone manner
- Previous experience investigating service issue complaints
- Ownership of complaint handling cases from start to resolution