

## Customer Engagement Advisor at Numatic International Ltd, Chard

The Customer Engagement Advisor will be responsible for delivering excellence in customer service to both internal and external customers and will be instrumental in interacting directly with new and existing customers. Working to provide a high-quality level of service to all customers the Customer Engagement Advisor will positively represent the Numatic International brand acting as the first line of contact. The Customer Engagement Advisor will carry out a variety of multi skilled tasks whilst providing a first-class service, completing all tasks to a consistent, high quality standard. Demonstrating flexibility and problem-solving skills, the ability to influence whilst contributing to the commercial growth of the business.

### Main Responsibilities:

- Act as a first point of contact for customer queries via email, telephone, social media and all other platforms in an effective and courteous manner.
- Adhere to all processes to ensure efficiency and compliance.
- Diagnose product issues and resolve effectively.
- Provide a focused and professional service to all customers and prospects when providing quotations and assisting with queries.
- Organise and maintain databases and update regularly.
- Create and present reports for management.
- Use initiative and judgment; liaise with staff in other departments and external contacts and feedback issues to Supervisory team.
- Embrace product knowledge, keeping up to date with product development.
- Handle complaint, provide appropriate solutions and alternatives, ensuring a resolution.
- Process credit card payments; investigate and resolve credit requests.
- Investigate and resolve all Carrier service failures.
- Identify and assess customers' needs to achieve satisfaction.
- Maximise all sales opportunities in line with UK commercial growth strategies.
- Understand and resolve first line Warranty issues.
- Fully implement all service-related changes to processes, methodology, environment and practice within the department in a positive supportive manner.
- Display excellence in communication across the department and wider Numatic teams.
- Develop open working relationships in line with Numatic International's values and work collaboratively with internal colleagues and external stakeholders.

### About you:

- GCSE Level 5 or above (GCSE grade A-C) in English and Maths or relevant work experience.
- Desirable; customer services studies.
- Demonstrable experience working in an office environment.
- Experience of working in a customer service role.
- Experience of providing feedback to junior and middle management.
- Knowledge of rules and regulations, specific to role.
- Experience of using office and communication systems.
- Demonstrable experience in organising and time management.
- Demonstrable experience of showing ability to follow verbal and written instructions, read and comprehend written materials.
- Strong organisational skills.
- Desirable; Previous experience of MRP system; Oracle.
- Ability to work under pressure; be results driven.
- Ability to apply and explain rules and regulations.
- Ability to manage own workload.
- Ability to work independently and as part of a team, using own initiative.
- Ability to establish and maintain effective working relationships.
- Strong, prioritisation skills with ability to manage competing, conflicting demands.
- Excellent communication skills, ability to communicate verbally, written and via presentation according to the audience.
- Good influencing skills.
- Strong attention to detail; ability to retain knowledge.
- Strong IT skills, including Word, Outlook, Excel and PowerPoint.

**Salary: £24,186 per annum**

### How to apply:

Please send your CV and covering letter to [jobs@numatic.co.uk](mailto:jobs@numatic.co.uk)

Closing date:

30th April 2021

