

Service Care Advisor

DEPARTMENT: Sales

ABOUT THE ROLE:

The Service Care Advisor will be responsible for delivering excellence in customer service with ability to recognise customer needs whilst using expertise and demonstrating an extensive all-round product knowledge which will include identifying upselling opportunities. With a thorough understanding of Numatic International's products and specialised customer requirements, the Service Care Advisor will triage product or service queries in the first instance, with the aim of providing an efficient service outcome. You will interact directly with new and existing Numatic International customers, using initiative and judgement to provide a timely reactive service to customer requirements and requests determined by demand and Service Level Agreement.

The Service Care Advisor will be responsible for administrative system-based activities. Accountable for carrying out a variety of tasks ensuring relevant records are up to date and all administrative processes work effectively.

The role will include some on call weekend working. There is additional payment for this and it is arranged on a rota basis

RESPONSIBILITIES:

Be responsible for excellence in selling and facilitating service of Numatic International products by maintaining effective customer relationships, identifying customer needs and ensuring maximum opportunities taken.

- Act as a point of contact for the Floorcare Services team to resolve or triage sometimes difficult customer queries to avoid engineer callouts.
- Be results driven with a strong emphasis on attention to detail and customer service.
- Recognise customer needs by having a full and comprehensive understanding of product and Service Level Agreement details.
- Use influence and show initiative to resolve sometimes difficult customer requirements.
- Provide a focused and professional service to all customers and prospects when providing quotations and assisting with queries.
- Organise and maintain databases, create, and present reports for own management team to support efficiency and compliance.
- Use initiative and judgment; liaise with staff in other departments and external contacts and feeding back issues to supervisory team.
- Fully implement all service-related changes to processes, methodology, environment, and practice within the department in a positive supportive manner.

ABOUT YOU:

- GCSE Level 5 or above (GCSE grade A-C) in English and Maths or relevant work experience.
- Ideally you will have experience of influencing and providing excellence in a customer service.
- Demonstrable ability to relay instructions and guide customers around product.
- Experience of using office and IT systems
- Experience in organising and time management.
- Desirable; Numatic International product knowledge.
- Desirable; Previous experience of MRP system; Oracle, TOPdesk

Closing Date: 10th April 2024

SALARY: £27,193 per annum

How to apply: Please send your CV and Covering Letter to jobs@numatic.co.uk