

# Customer Advisor

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## Overall purpose

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The Customer Advisor is key to the delivery of Valpak's core business, compliance solutions. The role requires an ability to learn quickly, keep calm under pressure and provide excellent and efficient customer service.

The Customer Advisor role is predominantly office based, working as part of a team alongside technical advisors as the initial point of contact for our members and other customers, providing the required level of response, in a professional and efficient manner.

As part of the role, there will be the opportunity to get actively involved in a variety of projects. The Customer Advisor will have 'hands on' customer contact experience, have excellent customer focus and outstanding interpersonal skills. The Customer Advisor will be positive, proactive and enthusiastic, have a sense of humour and enjoy working as part of a team.

## Line manager

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Contact Centre Manager

## Key accountabilities

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| Responsibility                    | Objectives  |
|-----------------------------------|---|
| Customer Service                  | <ul style="list-style-type: none"><li>• Act as a first point of contact for all incoming member queries via the phones and through emails</li><li>• Develop a rapport with other departments within the business to ensure outstanding member service is delivered at all times</li></ul>       |
| Promote Valpak's service offering | <ul style="list-style-type: none"><li>• Be fully aware of Valpak's service offering, identifying and sourcing leads and ensuring leads are handed over to the appropriate team/person</li><li>• Confidently handle calls from prospective members or other customers</li></ul>                  |
| Company Research                  | <ul style="list-style-type: none"><li>• Obtain contact details of prospect customers from various sources</li><li>• Contact customers to follow up on initial interaction and ask questions to understand customer requirements and suitability for our services</li></ul>                      |
| General administrative duties     | <ul style="list-style-type: none"><li>• Ensure accurate records of all member and non-member contact are maintained within Valpak's in-house systems</li><li>• Perform general administrative duties, including overseeing reservations for events and the company's main email inbox</li></ul> |

# Customer Advisor

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## Skills

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- Ability to manage and prioritise own workload, and to multi-task
- IT Literate: Word, Excel, PowerPoint
- Strong communication and negotiation skills
- Polite and professional at all times
- Customer focused with drive to provide the highest level of customer satisfaction
- Positive, proactive, enthusiastic and approachable
- Excellent interpersonal skills
- Flexibility and adaptability

## Required experience

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- Customer service experience
- Experience in managing, dealing with and resolving calls
- Contact centre/phone receptionist experience of in & outbound calls, email management and written communication is desirable

## Contact us

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For more information please call 03450 682 572 or email [careers@valpak.co.uk](mailto:careers@valpak.co.uk)