

Job Title:	Customer Service Advisor
Location:	Group position located in Aberdeen (but will be required to visit other company bases and customer sites)
Responsible To:	Customer Service Team Leader
Direct Reports:	None
Review Date & Rev No.	April 2021 / Rev 02

Purpose of Job:	<p>Process customer enquiries in an accurate, compliant, efficient and professional manner.</p> <p>To build effective customer relationships, improve customer satisfaction and provide a proactive customer service at all times.</p>
Key Areas of Responsibility:	<p>Customer Service</p> <ul style="list-style-type: none"> • Continually improve levels of customer satisfaction. • Ensure customers receive and perceive “value for money”. • Provide and exceed enquiry intake, order conversion and invoiced sales targets. • Determine the Hydrasun selling price and achieve an optimal balance of maximum margin and competitiveness. • Perform effective contract review and ensure all customer requirements are reflected in the Hydrasun quotation. • Ensure enquiries are processed and quoted expediently and within agreed timescales. • Ensure orders are processed, delivered and invoiced expediently and within agreed timescales. • Maximise opportunities to generate revenue from additional products or services such as freight, premium working documentation and others. • Manage customer service performance. Address issues of underperformance. • Produce specific reports or documentation in accordance with both Hydrasun and customer defined formats & requirements. • Adhere to any duty rota that is which may be in force. <p>Continual Improvement / Personal Development</p> <ul style="list-style-type: none"> • Promote a strong “team” environment and a culture of continuous improvement throughout the department. • Promote effective and safe working practises that comply with the company’s safety and quality management systems. • Understand and be accountable for CSD targets and objectives. • Understand and be accountable for agreeing and achieving personal objectives. • Put forward any suggestions for improvements to the Customer Service Manager • Attend formal Team Briefings when requested. This may be in your own time. • To be an effective team member and actively promote communication and information sharing within supply chain and across the wider Hydrasun.
Interfaces (Internal/External)	Senior Management / Buyers / Operations / Customers / Suppliers.

Qualifications:	<i>Essential</i>	<i>Desirable</i>
	<ul style="list-style-type: none"> Degree qualified in Business Management or similar. 	<ul style="list-style-type: none"> A qualification and / or training courses in selling techniques and methods. S/NVQ level 3 in Customer Services.
Experience Required:	<i>Essential</i>	<i>Desirable</i>
		<ul style="list-style-type: none"> Previous experience in a sales environment within a supply company in the service industry. Previous experience in a supervisory position in an internal sales environment within a supply company in the service industry.
Skills/Training Competences:	<i>Essential</i>	<i>Desirable</i>
	<ul style="list-style-type: none"> Ability to communicate both verbally and in writing at all levels. Ability to build proactive relationships with customers and team members. Ability to interact as an effective team member. Competent in the use of computer systems, in particular Word, Excel and Power-point. Excellent attention to detail. Ability to demonstrate a flexible “can do” approach to their work. Ability to plan and organise their workload to ensure deadlines are met. Ability to delegate work effectively and ensure that tasks are monitored and completed. A motivated individual who is able to use their own initiative. Ability to negotiate with customers. Possess the necessary drive to lead a team when required. 	<ul style="list-style-type: none"> A working knowledge of Hydrasun products. An understanding and previous experience of using ERP systems.

Please note that you may be requested to undertake other duties from time to time and it is possible that your duties may change over time. You will be expected to co-operate with all reasonable requests. If the changes are deemed to be longer term then this job description will be revised.

Signature of Job Holder: _____
 Name in Capitals ()

Date: _____

Signature of Manager: _____
 Name in Capitals ()

Date: _____