

Customer Support Advisor:

An enthusiastic, commercially-minded Customer Support Advisor is required by OnSite Support to provide exceptional customer-focussed support & service to all customers at all times, ensuring the OnSite Experience is delivered.

The ideal Customer Support Advisor will have a naturally warm and engaging telephone manner with a desire to make the customers' journey as efficient and pleasant as possible. The successful candidate will also take responsibility for providing an accurate order processing service, creating and maximising upsell opportunities and raising quotes. As such, previous experience in a customer services, sales order processing or sales support role in a contact centre environment would be highly beneficial.

For over 40 years, OnSite Support has delivered safety, welfare and site equipment for the construction industry by putting people first. They do this by listening to their client's needs and establishing a solution that's unique to them. A "can do" attitude is crucial to the excellent customer support they provide for their clients, ensuring they go the extra mile to deliver what they really need.

Responsibilities:

- Ensure an exceptional OnSite experience is delivered with excellence for all customers.
- Ensure accuracy in processing orders, making sure products and delivery information is correct to ensure excellent OTIF.
- Ensure all systems are accurate and up to date with all information relating to orders, including delivery address, contact details, job roles and a note is added to CRM when any contact is made with customer.
- Ensure all potential leads, identification of decision makers is updated on the CRM and relevant stakeholders notified where appropriate;
- Prepare quotes and ensure follow up in a timely manner and update relevant account manager with progress
- Assist with solving queries to support debt chasing on accounts
- Update customers on order status where issues arise, resolve concerns and problems escalating when required ensuring all necessary key stakeholders are kept informed of developments;
- Provide support to the team by taking and processing orders
- Resolve customer queries as soon as they are raised, liaising with other departments to ensure a swift resolution
- Provide cover for other sales departments as and when needed to support the company

Skills and Experience

- Previous experience in a similar customer-focussed role
- Successful inbound sales experience in a contact centre environment
- Experience using and updating CRM systems
- Highly organised & accurate with strong attention to detail
- Able to prioritise a varied workload
- Proficiency with Microsoft Office, particularly Excel.
- Strong communication skills

This is an exciting opportunity for a dynamic, helpful and highly-organised Customer Support Advisor to join this leading team. To apply please contact Darren.oliver@onsite-support.co.uk