Our customers are the most important part of our business and, as a member of the Customer Services Team, it is essential that you have the passion to deliver excellence to our customers every time.

**What are my key responsibilities?**

Handle a range of customer enquiries across a variety of channels, including, telephone, email, social media and other digital platforms.

Provide a face-to-face service to customers who visit our main office reception, supporting them with using whg’s self-service platforms where appropriate.

Deliver an excellent level of service to all customers, ensuring that enquiries are resolved in a timely and professional manner at first point of contact

Work collaboratively and pro-actively with other service areas to find solutions to complex customer enquiries to ensure customer needs are met.

Challenge inefficient processes: making recommendations for improvements and attending cross functional workshops to discuss changes.

Promote whg’s products and services, advising on the most appropriate solution to meet customer needs.

Record all customer interactions accurately on IT platforms, ensuring compliance with whg’s policies and procedures.

**Relationships**

This role will report directly to an Assistant Manager (Customer Services).

As a Customer Services Advisor, you will need to develop and maintain effective working relationships with other teams across the business to create a ‘one team’ approach which will enhance service delivery to our customers.

**Role Requirements:**

There are certain skills and abilities we are looking for in a Customer Services Advisor, specifically

* A good standard of education.
* Experience of working in a customer-facing role, either over the telephone or face to face.
* Excellent communication skills, both verbal and written, with the ability to communicate with customers and colleagues in a clear and easy-to-understand way.
* Strong problem-solving and analytical skills, with the ability to ensure all enquiries are dealt with effectively and confidently to a satisfactory resolution.
* The ability to handle pressure, sensitivity and conflict in a calm and confident manner, with an empathetic and positive approach to all issues whilst managing customer expectations.
* The ability to demonstrate empathy and great listening skills.
* Strong attention to detail with the ability to input and access data quickly and accurately using computerised software.
* Evidence of performing to targets and reaching or exceeding KPIs.
* Strong time management and organisational skills, ensuring customers receive a timely response to queries.
* Confidence with promoting online self-service platforms and the ability to support digitally excluded customers to register.
* Knowledge of online digital platforms and/or managing social media communications would be advantageous.

You should have the confidence to challenge current ways of working and take ownership to make or recommend improvements. You will have a positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner.

To be successful you will need to be self-motivated and accountable with a solution focussed attitude. This is a fast-paced and varied role so you will need the ability to use your own initiative, manage your own time and priorities whilst demonstrating a flexible and proactive approach.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the 2030 Plan identify the behaviours that we expect all colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |