

Job Title	Corporate Helpdesk Advisor
Department.	Customer Service
Location	Purfleet
Reports to (direct)	Customer Service Manager

MAIN PURPOSE OF JOB

Reporting into the Customer Service Manager, you will liaise with Corporate Customers and Account Managers to ensure customer visits are booked in a timely manner and within SLA while maintaining maximum efficiency and quality always. To strive to achieve all department targets and objectives, to remain customer focused always, to keep up to date with department changes

KEY TASKS

1. To liaise with Corporate Customers to assist in booking in collections and providing collection details, ensuring relevant Po's are documented.
2. To ensure that incoming requests and tasks are dealt with within service level agreement (currently same day turn around).
3. To interact with all external and internal customers to resolve issues effectively, whilst maintaining an effective working relationship.
4. To liaise with Account Managers to build relationships and assist with queries
5. To complete company paperwork accurately and promptly inline with company procedures.
6. To assist in training of new starters.
7. To inform customers when their visit is going to be missed and ensuring they receive a date for their visit to be carried out.
8. To participate in training courses that will enhance their performance within their job role.
9. To assist in ensuring the customer journey starts in the correct place.
10. To complete company paperwork accurately and promptly in line with company procedures.
11. To assist and complete any invoice queries

*** The above is not an exhaustive list but an outline of your duties. All Restore Datashred employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

SKILLS, QUALIFICATIONS, EXPERIENCE:

1. Good communication skills, both written and verbal.
2. Excellent telephone manner.
3. Ability to apply the principles of customer care.
4. Highly competent in standard software packages and willing to learn new ones.
5. Ability to prioritise own workload.
6. Must have the ability to maintain confidentiality and discretion at all times.
7. Previous experience in a fast paced customer focused environment.
8. Ability to work under pressure showing flexibility when required.

COMPETENCIES

1. Commitment to delivering excellent customer service.
2. Able to work using own initiative.
3. Problem solving.
4. Achieves/exceeds KPI targets.
5. Takes ownership of tasks
6. Deals empathetically, assertively and politely with internal and external customers
7. Attention to detail
8. Ability to extract all relevant information and to identify problems

HEALTH & SAFETY RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Information Security, Environmental, Health and Safety and Quality incidents to your supervisor

Managers are responsible for training staff on Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems

APPROVALS:

Line Manager

Post Holder

Name:
.....

Name:
.....

Signature:.....

Signature:.....

Date:.....

Date:.....