Position Profile – Customer Services Advisor

Title	Customer Services Advisor
Purpose	You will provide excellent customer service whilst processing consumer queries, complaints and other requests. You will comply with departmental and regulatory processes, involving detailed administration, professional communication and liaising with clients and customers.
Reports to	Customer Services Regulatory Manager
Direct Reports	None
Key Areas of Responsibility	• You will deal with specific customer service related enquiries, efficiently and professionally. • You will be responsible for recording details of all enquiries onto the Customer Services database and responding to product enquires and complaints. • You will, when required, support the reception desk with telephone calls and direct accordingly. • You will produce specific letters for consumers and wholesalers, as requested. • You will proactively identifying any issues, and liaise with internal departments, suppliers and Clients to resolve them as they arise. • You will act in accordance with Pharmacovigilance policies and procedures, ensuring that they are adhered to correctly at all times • You will be required to carry out any other reasonable task in relation to the overall job, as required. • You will develop and maintain a current knowledge of the industry, as well as any external factors that may impact the department. •
Professional Competencies	**Career Experience** • A minimum of 12 months experience in a fast-paced customer service environment is essential. • Experience of working within the FMCG industry, specifically health and beauty, would be advantageous. **Qualifications** • Good general standard of education including Maths and English. **Required Skills** • The ability to use Excel to a basic level in order to capture enquiries and complaints. • The ability to recognise and analyse trends in relation to customer complaints and make recommendations for internal and external stakeholders. • The ability to manage customer complaints in order to proactively find solutions. • The ability to communicate politely and effectively with internal and external clients in relation to product queries and issues. • The ability to liaise confidently with customers and clients in order to investigate and resolve any issues in a timely manner. • The ability to use initiative and work autonomously in order to manage your own responsibilities. • Attention to detail to ensure that work is completed accurately and within our standard operating procedures.

Ceuta Group Core 6 Behavioural Competencies	**Effective Communication - 2** Effective at putting across their point, clearly and concisely in an individual or group environment Listens carefully to colleagues and clients, checking interpretation is correct to avoid misunderstandings Delivers concise and accurate communication, both orally and in written form Comprehends written, oral & directional information and takes appropriate action Consistently uses the correct platforms of communication for any situation Can combine and present information from various sources in a concise and consistent manner	**Client Focussed - 2** Can communicate a clear understanding of the client/customers' needs Adapts their own behaviours in order to positively impact client/customer satisfaction Focuses activities to drive timely and high quality information and feedback to client/customer Prioritises client/ customer issues and addresses them accordingly Ensures consistency of service at all times Follows up after delivery of service to ensure client/customer needs have been met Consistently makes decisions focused on client/customer needs Takes pride in delivering a high quality of service at all times
	People Driven – 2 Works to create a culture of openness and trust with colleagues to deliver team goals Strives to consistently support colleagues, over and above own role, to ensure a collaborative and supportive working environment Is willing to learn from mistakes and is able to build on others suggestions avoiding defensive behaviours Establishes good working relationships internally and externally through positive engagement and listening Fosters two-way trust when dealing with contacts to develop and maintain strong relationships Demonstrates initiative in professional self-development outside area of responsibilities Actively seeks feedback from a wide range of people to enhance team effectiveness	**Drives Performance & Efficiency – 1** Can work productively using own initiative Has a "can-do attitude" Is consistent in delivering positive outcomes and driving issues to closure Takes opportunities to improve and develop personal performance Checks for accuracy, aims to get things right first time Recognises sub-standard work and takes corrective action Comes up with new ways of looking at problems, processes or solutions Promptly and efficiently completes work assignments and tasks

	Supports & Embraces Change – 2	Grows the Business – 1
	Contributes positively to the change process by putting aside preconceptions	Gathers information from a range of relevant sources inside and outside their department to inform them in their role
	Understands the bigger picture and accepts change in support of business needs	Understands what is required of them in their role and how this contributes to team and department priorities
	Performs the job in-line with implemented changes and actively supports new ways of operating	Undertakes appropriate analysis to support decisions and recommendations
	Recognises the impact of change on others and supports them through it	Uses data and/or past experiences to suggest solutions to problems
	Takes initiative to suggest ideas for improvement and positively shares feedback with others	Thinks through the implications of their own decisions before confirming how to approach a problem/issue
	Seeks out ideas for continuous improvement	Considers how their own role links and impacts on colleagues