

Position Profile – Customer Service Advisor

Title	Customer Service Advisor
Purpose	You will provide administrative and operational support to a sales team including order processing, liaising with clients and customers and resolving any queries in a friendly and efficient manner.
Reports to	Sales Support Manager
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> You will become an expert within a nominated pharmacy sales team, in order to ensure that clients, customers and sales representatives are supported effectively. You will manage the daily order processing for the sales team, as well as highlighting any anomalies. You will investigate delays to orders, incorrect pricing, delivery issues and product discrepancies. You will proactively liaise with internal departments, suppliers and Clients to effectively resolve issues that arise. You will respond to all product enquiries and complaints, within standard operating procedures. You will create and update support material for the sales team when required. You will attend sales team meetings (every 8 weeks), take the minutes from the meetings and provide support to the managers and meeting hosts throughout. This will require an overnight stay. You will answer specific e-mails, as requested, in line with in the same day To act in accordance with Pharmacovigilance policies and procedures, ensuring that they are adhered to correctly at all times. You will develop and maintain knowledge of the industry, as well as the products within the sales team’s portfolio. You will be required to carry out any other reasonable task in relation to the overall job, as required.
Professional Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> A minimum of 18 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. <p>Qualifications</p> <ul style="list-style-type: none"> A good standard of general education, including Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> 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. The ability to utilise Excel to an intermediate level in order to sort and manipulate basic data in order rejection files. Maintain formulas to include V look ups in promotional pricing matrixes

	<ul style="list-style-type: none"> • The ability to utilise PowerPoint to a basic level in order to create engaging and informative presentations for the Sales team to demonstrate cycle achievements for cycle meetings. • The ability to create and maintain product training files for the Sales Team in order to ensure that all parties have the most up to date information regarding products in their portfolio. 	
<p>Ceuta Group Core 6 Behavioural Competencies</p>	<p>Effective Communication – 2 Effective at putting across their point, clearly and concisely in an individual or group environment</p> <p>Listens carefully to colleagues and clients, checking interpretation is correct to avoid misunderstandings</p> <p>Delivers concise and accurate communication, both orally and in written form</p> <p>Comprehends written, oral & directional information and takes appropriate action</p> <p>Consistently uses the correct platforms of communication for any situation</p> <p>Can combine and present information from various sources in a concise and consistent manner</p>	<p>Client Focussed – 2 Can communicate a clear understanding of the client/customers’ needs</p> <p>Adapts their own behaviours in order to positively impact client/customer satisfaction</p> <p>Focuses activities to drive timely and high quality information and feedback to client/customer</p> <p>Prioritises client/ customer issues and addresses them accordingly</p> <p>Ensures consistency of service at all times</p> <p>Follows up after delivery of service to ensure client/customer needs have been met</p> <p>Consistently makes decisions focused on client/customer needs</p> <p>Takes pride in delivering a high quality of service at all times</p>
	<p>People Driven – 2 Works to create a culture of openness and trust with colleagues to deliver team goals</p> <p>Strives to consistently support colleagues, over and above own role, to ensure a collaborative and supportive working environment</p> <p>Is willing to learn from mistakes and is able to build on others suggestions avoiding defensive behaviours</p> <p>Establishes good working relationships internally and externally through positive engagement and listening</p> <p>Fosters two-way trust when dealing with contacts to develop and maintain strong relationships</p>	<p>Drives Performance & Efficiency – 1 Can work productively using own initiative</p> <p>Has a “can-do attitude”</p> <p>Is consistent in delivering positive outcomes and driving issues to closure</p> <p>Takes opportunities to improve and develop personal performance</p> <p>Checks for accuracy, aims to get things right first time</p> <p>Recognises sub-standard work and takes corrective action</p> <p>Comes up with new ways of looking at problems, processes or solutions</p> <p>Promptly and efficiently completes work assignments and tasks</p>

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