

JOB DESCRIPTION
Rothwell & Towler Limited

Job Title: Customer Service Representative
Reports To: Contact Centre Manager

Job Reference: CSR01
Date: August 2023

Purpose

To provide sales and customer service support to new and existing customers by phone, email or live chat always ensuring great service and exceeding customer expectation.

Main Tasks

- Utilise a customer-centric approach to address enquiries, provide accurate information, and resolve issues, prioritising consumer understanding and satisfaction in all interactions.
- Respond quickly and professionally to all incoming enquiries, in accordance with client and regulatory requirements, including use of call scripts.
- Champion the principles of the FCA Consumer Duty in all interactions with customers, ensuring that every interaction is aligned with the Duty's objectives of providing fair outcomes, clear communication, and effective support.
- Handle customer complaints in line with the Complaints Procedure.
- Ensure all relevant information is captured and updated on the system for each customer.
- Attend and prepare for one-to-one/team meetings and appraisals to review and guide performance and allow sharing of ideas and initiatives.
- Proactively maintain a working knowledge of the brands, systems, and processes.
- Build friendly and supportive working relationships with fellow team members always showing a polite and professional manner.
- Undertake other duties or responsibilities as may be required by Managers.
- Adhere to all Company policies and procedures in accordance with the Staff Handbook.

Role Requirements

- Previous customer service experience is desirable.
- A good level of IT literacy, fantastic listening, and communication skills plus a great eye for detail.

Critical Competencies

- Sales and customer focus.
- Technical ability.
- Data entry.
- Communication.
- Living the Brand.

Measure of Performance

- By monthly Personal Performance Measures and annual Appraisal.