

JOB SPECIFICATION

POSITION DESCRIPTION

Position: Customer Service Advisor

Responsible to: Team Leader – Customer Service

Location: Windsor Architectural Hardware Head Office, Invercargill New Zealand

Purpose: The Customer Service Advisor is responsible for undertaking specific duties (outlined below) related to the effective provision of technical product related assistance and customer service to existing customers. This involves working closely with the wider sales team to achieve business/department strategic objectives.

<i>Key Responsibilities</i>	<i>Performance Standards</i>
<p>Technical Support Services Responsible for the provision of timely and accurate technical product advice to customers.</p>	<ul style="list-style-type: none"> - Provide sound and knowledgeable technical product advice and solutions to customers. - Maintain an up-to-date knowledge of product offerings and technical specifications in order to be able to advise customers accordingly. - Refer specific queries beyond own knowledge or experience to the National Sales Manager or appropriate person to ensure customers receive accurate and up-to-date information. - Identifies potential product enhancements and/or improvements based on customer feedback and reports in timely manner to the National Sales Manager. - Prepare house schedules for new homes and renovations (NZ & AU). - Proposals for house schedules responded to promptly.
<p>Customer Service Ensures exceptional customer service is provided at all times.</p>	<ul style="list-style-type: none"> - Customer enquiries, phone calls and emails are responded to promptly and as per established protocols and procedures.

	<ul style="list-style-type: none"> - Customer expectations are met and where possible, exceeded regarding turnaround times for enquiries. - Quotes and pricing requests responded to and followed up within Company Policy timeframes. - Customer queries or concerns are handled with proficiency, courtesy and professionalism and escalates promptly to appropriate team member where required. - Effectively manages formal customer complaints ensuring established protocols and procedures are followed. - Establish and build strong relationships with customers. - Show Home hardware requests are handled within the Company policies.
<p>Sales Proactively identifies and refers sales opportunities.</p>	<ul style="list-style-type: none"> - Identifies and refers relevant sales opportunities to Territory Sales Representatives as appropriate. - Proactively communicates with customers to ensure they are satisfied and to identify opportunities and assist with future needs. - Keeps abreast of marketing promotions and campaigns in order to be able to advise customers accordingly.
<p>Order Processing</p>	<ul style="list-style-type: none"> - Receive and check off orders ensuring order is complete, and accurate with no missing or extra items and customer requests are captured. - Accurately invoice and process customer orders in a timely manner. - Accurately process backorders and custom orders. - Communicate quickly, where necessary, to ensure the customer is aware of any delays relating to their order. - Update customers with progress and/or changes to delivery times as required. - Liaise with workshop and contractors to ensure timely delivery to customers for special finishes. - Advise customers and sales team the estimated time of arrival of special orders.

<p>Administration/Other Undertakes associated administration and database entry effectively and efficiently.</p>	<ul style="list-style-type: none"> - Updates CRM in timely and accurate manner with all customer interactions. - Undertakes routine reports as required to identify trends etc. in queries and reports to National Sales Manager. - Ensures product information files are up to date and accurate.
<p>Team Responsibilities Assists with developing a maintaining a positive and high performing team culture.</p>	<ul style="list-style-type: none"> - Effectively communicates with the entire team. - Helps to create a fun, supportive environment to work in. - Contributes to the team, letting others know information that may be useful or important. - Helps and supports others in the team. - Has a good attitude to learning new things and using this knowledge. - Ensures that facilities, products, equipment, and surrounds are maintained in a neat, clean state and are well presented at all times.
<p>Training & Personal Development Participates in, and takes a positive approach, to all training and development opportunities.</p>	<ul style="list-style-type: none"> - Is open to, and takes a positive approach, to any constructive feedback offered regarding performance of tasks and development of skills, and then adapts the way work is performed accordingly. - Actively participates in training, seminars and other development initiatives.
<p>Company Wide Health & Safety Management Ensure the workplace is safe through undertaking appropriate Health, Safety and Environmental practices To promote, encourage and support health, safety and wellbeing practice.</p>	<ul style="list-style-type: none"> - Always adhere to WAH policies in relation to H&S and be aware of your own responsibilities and actions to ensure a safe workplace for all employees and visitors. - Responsible for reporting all incidents and reportable events including near miss incidents according to WAH Policy and Procedures. - Have a sound awareness of the known hazards listed for the areas of your work. - Actively and positively participate in workplace health and safety initiatives. - All emergency procedures are understood. - Any concerns with training or induction are reported to your direct manager

	<ul style="list-style-type: none"> - Appropriate personal protective equipment is worn. - Attend Health & Safety training courses, meetings and seminars as required. - Be aware of your own workload pressures and personal responses to pressure and report these to your Manager or HR as early as possible if you feel your wellbeing is being compromised. - Maintain a strategy for personal management of workload pressures and personal responses to pressure. Contact support agencies (supervision or EAP) if you feel your wellbeing is compromised.
Sundry Duties	<ul style="list-style-type: none"> - Perform other duties (which you are deemed competent and capable of completing) that may be reasonably required from time to time as directed.

PERSON SPECIFICATIONS

1. CORE COMPETENCIES

<i>Competency</i>	<i>Definition</i>
Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisation values.
Initiative	Makes active attempts to influence events to achieve goals, self-starting rather than adopting a reactive approach, taking action to achieve goals beyond what is required, being proactive. Looks for better ways of doing things and proactively works to implement them.
Planning & Organising/Work Management	Establishes a time-managed course of action for self to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources.
Quality Orientation/Attention to Detail	Demonstrates attention to detail in areas of work. Accomplishes tasks through concern for all areas involved, no matter how small. Shows concern for all aspects of the job, accurately checking processes and tasks.
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Adjusting language or terminology to the characteristics and needs of the audience.
Teamwork/Collaboration	Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organisational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.
Tolerance for Stress	Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity) relieving stress in a manner that is acceptable to the person, others and the organisation.
Computer Literacy	Knowledge and experience in contemporary and relevant software packages.
Adaptability	Maintaining effectiveness in varying environments and with different tasks, responsibilities and people.
Negotiation	Effectively exploring alternatives and positions to reach outcomes that gain all parties support and acceptance.
Customer Service Orientation	Developing & maintaining customer relationships by making efforts to listen to and understand customers, anticipating and providing solutions to their needs, giving high priority to customer satisfaction.

2. QUALIFICATIONS

- Technical customer support service related qualification is desirable.
- NCEA Level 3
- Certificate in Business Administration or equivalent

3. KNOWLEDGE, SKILLS AND EXPERIENCE

For success in this position the candidate will have the following knowledge, experience, skills and personal attributes:

Essential Criteria

- Ideally 2+ years' experience in a Customer Service administration related role
- Excellent computer software competency: Word, Excel, MS Outlook and CRM systems

Desirable Criteria

- Experience in importing/wholesale environment or hardware supply industry

Personal Attributes

- High level problem solving skills utilising precedents and/or own interpretation of detailed instructions
- Ability to juggle the administrative demands in a busy environment and meet specified deadlines without detailed instructions utilising own judgement and experience to identify steps to be followed
- Detail accuracy oriented with good organisation and efficiency skills to demonstrate and implement effective systems and processes
- Ability to interpret available information, compose formal emails/letters and perform complex calculations
- People person who demonstrates excellent interpersonal and communication skills in order to gain cooperation and achieve desired outcomes
- A team player who is enthusiastic to learn
- Self-starter with excellent time management skills
- Excellent written and oral communication skills
- Forward thinking, methodical, meticulous and high performing

Signatures

Managers Name

Signature

Date:

Position Holders Name

Signature

Date: