

AVERY UK

Position Description

NAME :

POSITION : Services Team Member
DEPARTMENT

REPORTS TO : Services Manager

DATE :

YOUR SIGNATURE :

YOUR MANAGER'S SIGNATURE :

This questionnaire is intended to:

- clarify key accountabilities of the job
- help plan job goals
- identify measures for assessing achievement of accountabilities and agreed goals
- identifying the skills, experience and personal characteristics important for the job, training needs identification and recruitment

PRIMARY JOB PURPOSE

The Services Team Member is to provide support for our busy web to print direct to consumer business, including providing product information, assisting with software usage to design labels, requests for samples, product pricing, order chases, product quality complaints and assisting in production during busy periods, to ensure orders are delivered on time. Support for our foundation business to our consumers and business to business trade customers will also be required and will cover the same areas as above.

KEY ACCOUNTABILITIES

1. Ensuring understanding of, and familiarity with all existing/new products and software, following appropriate training.
2. Responding, via telephone email, fax, web chat and social media channels, to consumer and customer requests for samples, assistance in using products and applications, advice in sourcing products, product range information, product quality issues, pricing, order chases, delivery information and stock availability.
3. Logging call, email and webchat data about the purpose of the contact, including positive and negative feedback, into our internal databases.
4. Dealing with consumer and customer complaints including logging in a database and validating the quality issue by obtaining samples.
5. Processing and progressing sales orders and issuing credit notes for invoice queries.
6. Ensuring that the customers receive their orders when requested and without discrepancies.
7. Working closely with our production teams to ensure any issues are resolved.
8. Assisting in production teams in busy periods to ensure orders are made and shipped according to business KPI's.
9. To manage order book to ensure so that any late orders are raised with the relevant production area and anticipated delivery dates communicated to the customer

PERFORMANCE MEASURES

1. All inbound calls to be logged with a reason code and summary of the call in call centre system.
2. Emails responded to within 24 hours
3. Credits to be turned around on average within 5 days
5. Order entry errors less than 0.5% of order lines processed
6. No orders processed with pricing discrepancies.
7. Ensure department standard operating procedures are reviewed twice yearly.

REQUIRED QUALIFICATIONS/ SKILLS/ EXPERIENCE

- Basic PC literacy including knowledge of MS Office is essential.
- Knowledge of Apple products would be preferential
- Experience working within a direct to consumer business would be preferential

CRITICAL CAPABILITIES AND PERSONAL COMPETENCIES

- Proven commitment to the provision of a high level of customer service
- Excellent verbal and written communication skills – must be able to communicate clearly and politely on the telephone or via emails/letters/webchat/social media channels.
- Ability to stay calm under pressure and handle multiple tasks at any one time
- Must be an excellent team player - participates in a group where he/she is not the leader, contributes to the group, liaises with others in the same workgroup to get a task done, listens to the views of others in the same group.
- Commitment to results – capable of prioritising and meeting objectives within deadlines specified. Able to focus on key areas & balance requirement. Self disciplined, able to work independently when required to fulfil objectives.
- Willing to be accountable & take ownership of personal projects.
- Attention to detail – commitment to getting it “right first time”.