Customer Service Advisor

The Role of Customer Service Advisor

You, the Customer Service Advisor (CSA) work out of the Reception area of the busy H&L Motors at Twickenham. You are the main point of contact for H&L Bodyshop customers tasked with the control and delivery of the customer experience from start to finish.

That makes you the all important link between H&L Customers, Insurance Companies, Bodyshop Department, Delivery Drivers, Management System and Administration. Based in the H&L main reception your role will frequently take you to all parts of the Twickenham site to monitor job progress. The job role includes the following key activities:

- By phone, Email and in person - communicating with customers and understanding full details of the customer’s requirements;

- Working with H&L colleagues, identifying and agreeing with the customer the appropriate work required, costings, resources, timings and booking slots. Managing your customer’s expectations of job progress is also a key function;

- Liaising with insurance companies through online insurance interfaces, and communicating details with customers;

- Liaising with the customer accepting their vehicle for repair and ensuring Bodyshop has the appropriate documentation;

- Managing customer collections & deliveries. Directing H&L Delivery Drivers to assist customer transport. Organise courtesy cars where appropriate;

- Monitoring the progress of the job and keeping the customer informed through the key phases of progress;

- Liaising with your customer over work completion, communicating the work done, billing job charges, excesses and VAT payments and obtaining final sign-off;

- Taking responsibility for the correct administration, cash and payment handling and record entry of each job you handle.

Being in a prominent customer facing position, you will also take initial enquiries of Service and MOT requests where required and handle these to the point of passing on to colleagues.
Your Job Objectives

Your core job role objectives can be summarised as follows:

- To ensure achievement of consistently highest levels of customer satisfaction through management of the customer experience.
- To maximise customer awareness of all available H&L services and improve Paint & Body centre profitability through a customer friendly proactive sales approach.
- To ensure that H&L maintain each and all of their business partners’ required standards of administration and customer care.
- To maintain the highest standards of H&L departmental administration.

About You

You will need to possess and apply all of the following qualities:

**Energetic**
unflagging and happy to work under continuous pressure.

**Outgoing**
comfortable and at ease with people.

**Calm**
taking pressure situations in your stride and dealing with them.

**Authoritative**
happy to make relevant decisions and communicate them to all concerned.

**Self-Confident**
comfortable to make work requests of colleagues from all levels in the team.

**Dependable**
customers and colleagues will naturally accept your lead in looking after their customer experience and will rely on you to deliver.

**Team Player**
You will thrive on working with all other team members to produce a professional and seamless customer experience.
Your Skills

You will bring the following skills to the job:

**Communication**
You must have excellent spoken and written English and be a great communicator, able to get complex descriptions across to people in a way they can understand.

**Persuasiveness**
You will have an empathy with your customers and through building trust will be able successfully to manage your customers’ expectations of how the work on their vehicle is going to progress.

**Phone Skills**
You must have a clear, warm and confident phone manner.

**Methodical approach**
You will be able consistently to plan and deliver each sequential step of many complex inter-related processes.

**Flexibility**
You can deliver the day’s planned activity whilst coping flexibly with multiple customer and colleague interactions and demands.

**Strong numeric ability**
You must have a very quick grasp of numbers and possess the mathematical skills involved in billing and cash handling.

**Mechanically aware**
You should have the capacity to understand the paint, bodyshop and service processes and technical details in order to be able to explain them to your customers.

**IT literate**
You will be a fast learner and totally comfortable with learning new IT packages (training will, of course, be given). No other specific IT pre-skills are required other than previous hands on knowledge of MS Outlook.
Previous Experience

You must demonstrate the following vital work experience to qualify you for this role

- Customer facing experience essential
- Experience of busy customer environment relying upon implementing in-depth systems knowledge faultlessly in a fast moving environment
- Experience of working in a complex team environment essential
- Experience of working with complex administration systems
- Previous motor industry experience desirable but equivalent sector experience will be taken into account

Education

You will have achieved minimum Higher Grade GCSE passes in English and Maths and you will be asked to sit an aptitude test.

***

Hours of Work

Mon – Fri 8am – 5.30pm (1 hour lunch break and 2 x 15 minute rest breaks)

Sat 8am – 2pm (½ hour lunch break) two weeks in four on a rota basis

Holiday

22 days per annum paid holiday

Salary Scale

Annual Salary Range £18,000 - £23,000 paid monthly - negotiable