

Job Description

Role Title	After Sales Advisor
Reporting To	Head of Sales
Location	SE England – Basildon Based
Salary	Circa £20,000
Direct Reports	None

Role Responsibilities

- Ensure the experience of customers after sale are completed and delivered using exceptional customer service
- Organise all elements of after sales and fitting administration process from pass for production through to final care call
- Provide excellent customer service through effective communication with customers
- Organise and manage customer calls for payment, arranging installations, re-measures, rip-outs
- Provide excellent customer service when handling all after-sale calls from customers
- Maximise installation potential by overseeing the installation board and working with the Production and Installation Manager
- Work closely with production and installation teams
- Prepare documentation and Installation packs for Installation team
- Conduct post installation and guarantee calls to customers
- Help oversee the debtors process and manage the customer payment process
- Complete all paperwork and update CRM with payments, installation dates etc
- Use CRM effectively to manage all customer correspondence
- Complete any general administration relating to customers
- Ensure all paperwork is completed to a high standard and meet all deadlines
- Work with internal teams to ensure admin is completed accurately
- Build brand loyalty through outstanding customer service

Personal Criteria

- Excellent communication, analytical and customer service skills
- Excellent time management skills
- Excellent organisational and computer skills