



Job Description

Role Title	Customer Service Advisor
Reporting To	Area Sales Manager
Location	Belfast
Direct Reports	None

Role Purpose

To delight customers by delivering both high quality demonstrations and customer service throughout the customer's experience with Sliderobes, meeting/exceeding both appointment targets and service standards. Day to day responsibilities include undertaking demonstrations (both in the showroom and over the phone) to secure home-design appointments, sales order processing, liaising with customer, and general administrative duties, all of which shall be carried out through role modelling the Sliderobes Management System.

Role Responsibilities

- Complete showroom demonstrations and deal with telephone enquiries in accordance with the Sliderobes Management System, making qualified appointments for home design visits.
- Send out brochures and make brochure follow up calls.
- Ensure that the showroom is presented to the customer in a picture perfect manner at all times, reporting any maintenance requirements and carrying out housekeeping duties as required.
- Provide a reception service for incoming calls and visitors to the premises.
- Liaise with customers with regard to booking, changing, and cancelling dates for fittings, re-measures, rip-outs, installations, and after-sale calls.
- Prepare documentation for fitters prior to installation.
- Carry out PR/Guarantee calls for each installation.
- Assist with the ordering of materials, goods and services as required.
- Use CRM and other systems in a timely and accurate manner to required standards.
- Carry out duties to the highest standards of health & safety
- Undertake general administrative activities as required, including:
 - Distribute incoming post daily and handling outgoing post.
 - Drafting correspondence.
 - Maintaining files and record.
 - Assisting with financial administration.
 - Carry out back-up routines on the server.
 - Other general administrative duties relating to customers, suppliers or the running of the site.
- Assist as required with marketing and sales promotion activity.
- Comply with, champion and role model the Sliderobes Management System at all times.

- Present self smartly and professionally to customers at all times.
- Work with other members of the team in a supportive, collaborative manner, always ensuring that the focus is on delivering outstanding customer service.
- Open up and secure the premises as required, ensuring that all keys relating to the premises are kept secure at all times.
- Prepare for and attend review and other internal meetings as required.
- Produce such reports and information that may be required from time to time.
- Attend off-site meetings, training events and conferences as required (note this may require stays away).
- Comply with the company's policies and procedures at all times.
- Carry out duties to the highest standards of health & safety.
- Any other reasonable duties that may be required from time to time.

Accountabilities and Performance Measures

- At all times the post-holder will adhere to:
- Sliderobes Purpose, Values and Principles
- Sliderobes Competency Framework
- Sliderobes Management System
- Delivery of the KPIs and performance indicators as set out in the Sliderobes Management System.
- Delivery of the process standards as set out in the Sliderobes Management System.
- Meeting/exceeding Mystery Shopper score targets.

You will meet regularly with your manager to review performance against the targets and standards in the business. As part of this conversation with your manager, you will discuss and agree any further support and training needs required to help you be successful moving forward.