**ROLE OVERVIEW**

To efficiently and effectively own and handle all customer interactions, investigating and solving customer enquiries through to resolution. Providing a first-class service to internal and external customers ensuring that we delight our customers and leave a positive outcome that encourages high customer satisfaction.

**KEY ACCOUNTABILITIES**

**Customer Focus**

* To be a strong contributor to the overall success of the business
* Ensure that all that you deliver has the customer at the heart of any interactions.

Remain patient and attentive at all times, communicating clearly and positively

**Professionalism**

* To ensure all customers are dealt with professionally and in a timely manner and the customer is kept updated at all times with the progress of their enquiry providing solutions and outcomes that ensure customer satisfaction.

**Administration**

* Setting up customer contracts on the system with correct pricing
* Analysing accounts for credit
* Generating customer invoices & statements
* Processing customer consumable orders
* Support Account Managers with customer queries

 Updating Purchase Order Numbers

**Performance**

* Ensure that overall performance of self/team and the business are met by driving for excellence whilst exceeding productivity and quality targets.

**Continuous Improvement**

* A strong continuous improvement approach always searching for ongoing improvement in products, service and processes to improve Customer Service
* Focus on the ‘root cause’ of problems to identify ways of solving them effectively and preventing further problems occurring.

**Summary-Person Specification**

You will be a positive and confident communicator with a passion to put the customer first. First-class knowledge of **phs**: policies, processes and product range as an enabler for solving issues. A natural problem solver and creative solution provider is a must. You will be calm, patient, open to change with an ability to work under pressure, actively listen and remain focused on the delivery of First Class Service.

You will have strong administration skills and have the ability to work in a fast-paced environment.

**Skills**

* Customer focused
* Strong administration skills
* Strong Numerical Skills
* Excellent communicator orally and written
* Listening and evaluation skills
* Rapport building
* Problem solver
* Organised
* Open to change
* Driven and positive
* Ability to multi-task, prioritise and manage time effectively

Attention to detail

**Job specific/technical requirements**

* Intermediate to advanced IT and related programmes i.e. word and excel
* Use of internal databases, including CRM system

**Experience**

* Accounts experience
* Strong call handling skills and active listening
* Proven customer support experience
* Familiar with CRM systems and practices
* Track record of exceeding set targets an
* 3+ years experience

**Additional information**

You will also:

* Possess the skills to resolve conflict and challenges when apparent
* Identify opportunities to offer additional and or alternative products to our customers.
* Have a flexible approach to work.
* Be ambitious with a desire to succeed.
* Enjoy working within a large, dynamic and supportive team environment.

**Benefits**

* Option to join company pension scheme upon successful completion of probationary period
* Cycle to work scheme
* Hybrid working
* PHS Shop
* PHS Perks