

Job Title	Customer Service Advisor, Contact Centre	
Reports To	Team Leader	
Pay Grade:	Type of Role:	Hours:
Dependent on experience	Temp' (to perm' depending on performance)	37.5 Hours per week Mon-Sun as required to meet the needs of the business

Overview of Hallmark team characteristics
<ul style="list-style-type: none"> As a Contact Centre Advisor you'll be outgoing, loyal and reliable, liaising primarily with your colleagues, customers and team leader. The ability to work at pace in a growing and ever changing environment is critical for this role. You will be flexible and willing to accept change in working processes. Innovation is encouraged and you will be given the scope and freedom to develop new ideas which help to continuously improve the operation. You will understand the company vision, mission and values and your role in delivering them.
Primary Duties
<ul style="list-style-type: none"> Prepare systems for daily customer contact. Process emails from customers and respond in line with client SLA. Receive in bound calls from customers and input call detail into client order system. Review postal orders and input into system. Take payments from customers and input these accurately. Make outbound calls to advise or respond to customers' requests. Deliver client SLA response times for calls and emails. Proactively ask for tasks during idle times. Make process improvement suggestions when issues arise. Monitor own performance and seek ways to improve quality and efficiency. Follow company health and safety procedures. Assume a positive team role & contribute to the 'family' spirit of the business.
Specific requirements for the role
<ul style="list-style-type: none"> Computer literate to a very good standard with minimum word and excel. Maths and English to grade C or above. Previous customer service experience, both written and verbal, in a customer facing environment is essential for this role. Articulate, clear speaking voice. Demonstrates attention to detail especially in written skills. Has experience of working under pressure, juggling conflicting priorities. Has experience of dealing with a wide range of customer groups

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.