

Customer Service Advisor

Reporting to: Customer Service Manager

Purpose: To liaise with Pall-ex customers in all aspects of their needs for the distribution of palletised freight.
To ensure that professional and knowledgeable service is delivered at all times.
Ensure that jobs are manifested accurately and diagnosed in line with company systems.
Deal with complaints effectively ensuring levels of customer service.

Hours: Monday – Friday
09:30am to 18:00hrs with 30minutes Lunch
Or
09:00am to 18:00hrs with 1hr lunch

The main duties of this role include:

- Communicate on a regular basis to the customers and depots to ensure all delivery services are met in line with Member Service Agreement.
- Handling customer queries and complains, predominantly by telephone or email.
- Be fully competent and familiar with Pall-ex Member Service Agreement and Pall-ex conditions of carriage.
- Import customer delivery files through TWINE and pre-advise where necessary delivery depots.
- Handling customer queries and complains, predominantly by telephone or email.
- Arrange delivery & collections of palletised freight.
- Progress chase where necessary.
- Collate and distribute discrepancy reports.

To be considered for this role you will ideally possess;

Good standard of general education
PC literate
Excellent phone manner
Excellent verbal and written communication skills
Organised and able to multi-task and prioritise
Customer service orientated
Initiative
Team player
Flexible

Closing date: Friday 2nd March 2012