

Job Description

Customer Service Advisor

Location: Stockport	Department: AX Innovation
Level: Team Member	Line Manager: Customer Service Manager

Primary Purpose and Function

To provide 1st Line Support to the AX Innovation customer base

Key Accountabilities

- To understand and maintain knowledge of the range of systems developed and supplied by AX Innovation and to be comfortable discussing these systems with customers of all levels
- To handle all incoming calls with professionalism and resolve queries in a timely manner.
- To promote use of AX Innovation systems in all departments of existing customer businesses
- To make outgoing customer courtesy calls to ensure customers are happy and comfortable using the AX software, devices and insurance
- To review customer software usage patterns and advise of methods and procedures to achieve business goals
- To build, develop and maintain relationships with customers
- To effectively monitor and schedule on-site visits for the Account Management Team
- To keep internal systems up to date with customer information
- To contact customers and Aviva to ensure insurance claims are processed in a timely manner
- To prepare reports for management
- To upsell system enhancements and new products
- To highlight concerns and or problems to the Customer Service Manager in a timely and effective manner
- To promote the use of Aviva insurance
- To work alongside the development team to ensure that the systems being developed meet customer requirements
- To support and assist the Customer Service Manager, departmental colleagues and the Account Management Team
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience within a fast paced customer service role- ideally phone based customer service environment preferred
- Clear verbal communication skills, demonstrating persuasive and assertive behaviour
- Competent with using MS Office
- The ability to prioritise, recognising importance and urgency
- Good written communication skills
- Ability to work under pressure
- Results driven and tenacious
- Demonstrate behaviour in line
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.