



Job Specification

Title: Retail Customer Sales & Support Adviser

Job Rate: £15,900 (£7.64p/h)

Role outline:

To provide pre and post-sales support for retail customers of Fireplace World and Corby of Windsor: assisting by giving specialist product and service knowledge, raising sales orders, and dealing with after sales queries and complaints professionally and efficiently.

Reporting to:

Retail Manager

Job description:

Pre and post-sales support for customers of Fireplace World and Corby of Windsor Retail		
Area of focus	Duties and responsibilities	Measures
Phones	To answer phone calls, ensuring that we achieve and maintain a 95% calls answered rate	Weekly review of phone stats
Emails	To respond to all emails within 24 hours (excluding over Sunday)	Ensuring that the customer support email inbox is empty by the end of each working day, with all emails being actioned
Live Chat	To respond to all live chats within 20 seconds	Weekly review of average response time
Showroom	<ul style="list-style-type: none"> • To welcome customers into the showroom, answering their questions and maximising sales potential • To deal with visitors to the business, connecting them to the relevant areas of the business and members of staff • To maintain the cleanliness and general standards of the showroom, ensuring that all health and safety responsibilities are adhered to 	Weekly review of showroom footfall and sales
Aftersales support	<ul style="list-style-type: none"> • Running the retail order book • Proactively using KIS and KIO tools to reduce amount of refunds and unendorsed 	Weekly review of value of refunds and unendorsed, ensuring level is consistent with company targets

Assisting to maintain the form and functionality of Fireplace World		
Area of focus	Duties and responsibilities	Measures
Product Information	To maintain up to date knowledge of products, helping to ensure that information displayed on our website is accurate and correct	

Specific skills and experience required (pre-employment):

- A competent user of computers, including Microsoft Office and general business operating systems
- Experience in communicating with customers within a business environment
- A proven ability to speak confidently to customers over the phone and face to face
- A proven ability to work well within a team environment
- The ability to work in a reactive role and respond quickly and effectively to problems
- The ability to work within a fast paced environment, dealing with a variety of customer communications quickly and effectively
- A good level of literacy in order to communicate well with customers and colleagues in writing
- The ability to process numerical information in relation to sales and refunds