



OUR VISION – THE WORLD’S MOST TRUSTED VAPING BRANDS

JOB DESCRIPTION

CUSTOMER SERVICE ADVISOR

Reports to – Customer Service Supervisor

Job Overview

To act as the face of Vapouriz Ltd and provide customers with responsive and excellent service. Ensure that the customer journey is smooth, and feedback is taken on board and fed back to the relevant departments.

This role requires occasional weekend working (remotely) on a 4 weekly rota basis with the Customer Service team, time off in lieu will be given.

Main Duties and Responsibilities

- Be the first point of contact for customers and represent Vapouriz in the best possible light
- Answer incoming calls in a timely manner
- Carefully handle customer complaints, issues and queries in a timely and professional manner
- Manage orders which are on hold due to age verification, which includes reviewing orders with a view to cancelling and refunding and keep clear records of customer communications and refunds
- Carefully process customer telephone orders, payments, refunds and returns
- Keep an accurate record of customer interactions, taking feedback and making appropriate suggestions to management for improvements
- Liaise with Vapouriz departments to deliver customer feedback
- Identify cross/up selling opportunities
- Produce reports for the Group Head of eCommerce and Customer Service Supervisor
- Keep abreast of industry updates and share findings and best practice with the team
- Promote new products and promotions to customers
- Support the aims and ethos of Vapouriz, setting a good example in terms of dress, behaviour, punctuality and attendance
- Promote and ensure the good reputation of Vapouriz and its individual divisions
- Adhere to all company policies and procedures within the defined timescales
- Undertake any other tasks which can be reasonably expected in relation to the role

LEADERSHIP



INTEGRITY



PASSION



EXCELLENCE



TRUST

PERSON SPECIFICATION

KNOWLEDGE, SKILLS AND EXPERIENCE

- Proven experience within a customer service setting, either face to face or telephone based
- Competent user of the Microsoft Office suite
- Excellent telephone manner
- A clear and considerate communicator
- Good prioritisation and organisational skills
- Able to work under pressure and to tight deadlines
- Excellent interpersonal skills and a flexible, can-do attitude
- A self-starter

PERSONAL QUALITIES

- Building trust by role-modelling ethical behaviour, applying principles and values consistently in decision making
- Demonstrate honesty when dealing with others and take responsibility for your actions
- Show courage to speak up and skilfully influence others to gain buy-in
- Recognise areas for development and proactively seek opportunities to further your personal learning and development
- Demonstrate curiosity and make the most of opportunities to learn, improve and innovate individually, as a team and within the company
- Work collaboratively with colleagues to build team spirit and purpose
- Show a keen interest in the organisation, its goals, performance and external influences
- Have a commercial mindset and demonstrate cost consciousness
- Remain committed to your learning and development by setting realistic goals and how your contribution has impacted your colleagues and the wider business
- Apply agreed procedures and policies and available sources of evidence to make choices
- Able to make effective and pragmatic decisions or choices based on the specific situation or context
- Be open and committed to change in the business

Please refer to level 7 on the Vapouriz company framework in relation to competencies associated with this role

Staff in first role/entry level

LEADERSHIP



INTEGRITY



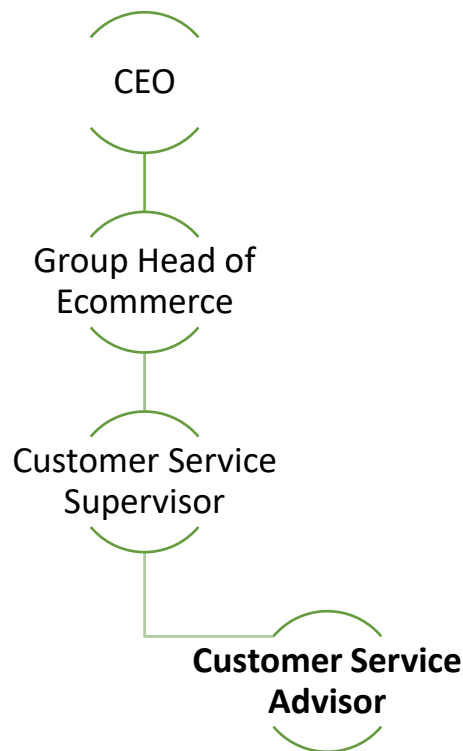
PASSION



EXCELLENCE



TRUST



Ethical Practice

- Standard - Building trust by role-modelling ethical behaviour, applying principles and values consistently in decision making
- Demonstrate honesty in dealing with others and take responsibility for your actions

Professional courage and influence

- Standard - Showing courage to speak up and skilfully influence others to gain buy-in
- Recognises areas for development, seeking support when needed to rectify and improve

Valuing People/Inclusiveness

- Standard - Creating a shared purpose and enabling people development, equality, voice and well-being
- Work collaboratively with colleagues to build team spirit and purpose.

Commercial drive

- Standard - Using a commercial mindset, demonstrating drive, and enabling change to create value
- Show a keen interest in the organisation, its goals, its performance and external influences. Demonstrate that you are cost conscious in your work.

Committed to learning and developing

- Standard - Demonstrating curiosity and making the most of opportunities to learn, improve and innovate individually, as a team and within the company
- Demonstrate a proactive approach to developing your professional knowledge, skills and experience

Situational decision making

- Standard - Making effective and pragmatic decisions or choices based on the specific situation or context
- Apply agreed procedures and policies and available sources of evidence to make choices. Be open to new information and changing circumstances.

LEADERSHIP



INTEGRITY



PASSION



EXCELLENCE



TRUST