

## Vacancy: Business Service Advisor – Sales & Service

### The Phone Co-op (part of Midcounties Co-operative) Oxfordshire

The Phone Co-op is the only UK Telecoms Co-operative and has offices in both Oxfordshire and Manchester.

Owned by our members and part of the MidCounties Co-operative we reflect our members' values in the way we run our business.

As a Co-operative we have a different way of doing business, putting social responsibility at our core.

<b>Job Title</b>	<b>Business Service Advisor</b>
<b>Department</b>	<b>Sales &amp; Service</b>
<b>Reporting To</b>	Business Service Team Leader
<b>Location</b>	Chipping Norton
<b>Salary</b>	£17,500
<b>Role purpose</b>	To provide guidance and support to our business and conference customers and provision orders. To maintain professional standards and development and optimise opportunities for promoting the Phone Co-operative values and principles whilst providing high quality information and support to our customers.
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• To handle telephone, email and postal enquiries from existing and potential customers in a professional but friendly way ensuring customer needs are met.</li><li>• Understand customer needs and identify where customers could benefit from additional products and up-sell accordingly.</li><li>• To provide support to the Business Sales team as necessary.</li><li>• To identify and rectify faults, liaising with our suppliers and other department members.</li><li>• To maintain up-to-date and accurate customer information.</li><li>• To take overflow calls for Key Accounts and Conferencing.</li><li>• Provide quotes to new potential SOHO and Small business customers.</li><li>• Accurately summarize order forms into tasks in Apollo.</li><li>• Setting up new accounts</li><li>• Place orders for WLR3, LLU and Broadband products including FTTC, Leased Lines, SIP, UC, VOIP and any other products on boarded.</li><li>• Keep customers updated on order progression.</li></ul>

	<ul style="list-style-type: none"> <li>• Chase suppliers</li> </ul>
<b>Skills / Experience / Qualifications</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• To be successful in this role you will need strong interpersonal skills, skills in dealing with customers' queries and a genuine commitment to improving the customer experience.</li> <li>• A professional telephone manner and a willingness to work flexibly within the team are essential.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• A good working knowledge of our products and systems in order to deal with customer queries. Preferably with knowledge of UC, SIP and hosted solutions</li> <li>• Ability to look outside of the box and react quickly in order to resolve customer/supplier issues.</li> </ul>
<b>Hours</b>	<p>There are 3 shift patterns worked on a rota basis. 8:00am – 4:30pm, 9:00am – 5.30pm and 11.30am – 8pm. There will also be a requirement to work on a Saturday on a rota basis</p>

Please send covering letter and CV to Sam Read ([Samantha.read@thephone.coop](mailto:Samantha.read@thephone.coop)) by 14<sup>th</sup> November

[www.thephone.coop](http://www.thephone.coop)