

## Vacancy: Service Advisor – Sales & Service

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

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>Service Advisor</b>
<b>Department</b>	<b>Sales &amp; Service</b>
<b>Reporting To</b>	Service Team Leader
<b>Location</b>	Chipping Norton
<b>Salary</b>	£17,100
<b>Role purpose</b>	To provide guidance and support to our residential customers and deliver a superb service. 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 identify and rectify faults, liaising with our suppliers and other department members.</li><li>• Process customer orders for telephone lines, broadband and mobiles efficiently and accurately.</li><li>• Ensure effective and timely communication is maintained with the customer throughout the order delivery process.</li><li>• Identify customer delivery issues during the provisioning cycle and escalate appropriately.</li><li>• To maintain up-to-date and accurate customer information.</li><li>• To provide support to our customers via the Live Chat service on our website.</li><li>• Identify customer delivery issues during the provisioning cycle and resolve in a timely manner.</li></ul>
<b>Skills / Experience / Qualifications</b>	<ul style="list-style-type: none"><li>• A professional telephone manner and a willingness to work flexibly within the team are essential.</li></ul>

	<ul style="list-style-type: none"><li>• Excellent communication skills - both written and verbal</li><li>• GCSE Grade A-C English &amp; Maths</li><li>• Strong interpersonal skills, skills in dealing with customers' queries and a genuine commitment to improving the customer experience.</li></ul>
<b>Hours</b>	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

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)