

ROLE PROFILE

Job Title	Call Centre Advisor
Job Grade	
Department	Customer and Store Support Team
Location	Aurum House
Reports to	Customer and Store Support Team Supervisor and Manager
People responsible for	N/A

Purpose of the Role

The role is responsible for the handling of all day to day enquiries from web and retail customers ensuring that The Watches of Switzerland Group brand values and standards are delivered through a World Class customer experience. Assisting customers with their ordering experience, tracking products and taking payment for customer purchases, through email, click to chat and telephone.

The role provides support and guidance on issues raised by stores whilst monitoring and checking current administrative process and procedures are followed.

Principal Accountabilities

Answer customer calls, web chat and emails in a professional and timely manner projecting the Company's professional image.

- Work cross functionally with internal departments to locate stock in order to fulfil orders, refunds and exchanges.
- Fraud check orders and place orders by telephone, liaise with stores, special order teams and web despatch as necessary to ensure adequate supply and despatch of product for customer needs.
- Communicating with customers via email, dealing with their queries and complaints in a positive and calm manner.
- Providing first line support for Stores and ensuring that policies and procedures are communicated across the business.
- Helping stores solve problems by giving accurate and timely advice, information and valid authorisations.
- Educating stores in correct procedures.
- Highlight and report on any exceptions and liaise with the Audit and Security team when needed.
- Implement The Watches of Switzerland Group policies, sharing and spreading best practice throughout the business.

Person Specification

Qualifications and Experience

- Experience in a customer facing or customer service focused role. E
- Experience in working as part of a team to deliver outstanding results. E
- Good Knowledge of The Watches of Switzerland Group operating systems. E
- Call centre experience. D
- Experience in the Jewellery sector. D
- Good Knowledge of E-commerce practices in a retail environment. D
- Experience of Magento and Hybris business user tools. D

**Essential/
Desirable**

Knowledge and Skills

- Good Knowledge of legal requirements surrounding their role. E

- Highly competent in numeric work.
- Good I.T skills
- Good knowledge of Excel and Word
- Knowledge of SAP

E
D
D

Personal Qualities

- Excellent interpersonal skills.
- Self-aware and approachable.
- Confident, robust and resilient.
- Professional approach and attitude.
- Excellent communication at all levels.
- Good planning and organisational skills.
- Highly self-motivated and target driven.
- Confidentiality at the highest level.
- Ability to work under pressure.
- Works with integrity and honesty.

Other Requirements

Live by our values:

- Belief
- Passion
- Trust & respect
- Dedication
- Excellence
- Teamwork

Our Vision

To be the most trusted and respected leading quality jeweller in the UK, providing a unique customer experience with superior product selection and great people, whilst being the most professional, efficient and profitable business.