

ROLE PROFILE

Job Title	Customer Relations Advisor
Job Grade	
Department	Customer Relations
Location	Aurum House
Reports to	Customer Relations Manager
People responsible for	N/A

Purpose of the Role

The purpose of the role is to be the first point of contact for external and internal customer enquiries and complaints. Ensuring that the highest level of Customer Experience is achieved and maintained at all times.

The role is responsible for the handling of all day to day enquiries and complaints from web and retail customers ensuring that The Watches of Switzerland Group's brand values and standards are delivered through a World Class customer experience. Assisting customers with any issues relating to their experience within The Watches of Switzerland Group.

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

Customer Relations Assistants are responsible for making recommendations to the Customer Relations Manager on how the customer experience and the service provided to customers can be enhanced.

Principal Accountabilities

- Answer customer calls and emails in a professional and timely manner projecting the Company's professional image.
- Communicating with customers via email, telephone and letter 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.
- Suggesting improvements to systems and processes.
- Educating stores in correct procedures.
- Implement The Watches of Switzerland Group policies, sharing and spreading best practice throughout the business.
- The Customer Relations assistants will be required to help in other areas as and when necessary.
- Respond to and record all Sterling Care complaints within the guidelines outlined by the FSO
- Effectively handle all social media complaints through the various channels.
- Acknowledging all praise received and preparing the detail for publication on Aurumnet.
- Handling and resolution of all executive complaints in consultation with the Customer Relations and Customer and Store Support Managers.
- Organise and record payments to be made to customers on behalf of The Watches of Switzerland Group.
- Assist in proof reading of communication to be sent to customers on behalf of store teams.
- Assist with investigation and collect data for any pending Court Cases.
- To support Police investigations by providing accurate information to any Data Protection enquiries.

Any other duties that are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your manager.

This Role Profile reflects the present requirements of the post. As duties and responsibilities change and develop the role profile will be reviewed and be subject to amendment in consultation with the post-holder.

Person Specification

Qualifications and Experience

- Experience in a customer facing or customer service focused role.
- Experience in working as part of a team to deliver outstanding results.
- Call centre experience.
- Experience in the Jewellery sector.
- Good Knowledge of E-commerce practices in a retail environment.

- Experience in confidently handling complaints.
- Good understanding and knowledge of the English language.

Essential/ Desirable

E
E
E
D
D

E

E

Knowledge and Skills

- Good Knowledge of legal requirements surrounding their role.
- Highly competent in numeric work.
- Good I.T skills
- Good knowledge of Excel and Word
-
-
-
-
-
-

D
D
E
E

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.
- Excellent Customer Experience delivery
- Strong communication skills across all levels
- Analytical with attention to detail

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.