Contact Centre Advisor

Job Purpose
You will play an essential role within the branch support function helping us to be the largest distributor of pharmaceutical and healthcare products to our customers. As a Contact Centre Advisor you will be accountable for answering inbound customer calls efficiently and responding effectively to achieve departmental key performance indicators (KPI’s) and to maintain an excellent service level for our customers. You will offer telephone support on order placements, order queries and complaints, ensuring that any complaints are handled through the appropriate channels and are resolved in a timely manner. Together we will continue to deliver an efficient, safe and vital healthcare service to our customers.

Job Opportunity
To be part of the largest distributor of pharmaceutical and healthcare products, working in fast paced team environment, providing excellent customer service through having quality conversations with our customers and resolving queries quickly and efficiently. Natural progression from this role would be into a Contact Centre Team Leader or you could look at moving into our Telesales team or other parts of the warehouse operation. You could also consider a support centre based role. Progression opportunities may require mobility and flexibility to travel within the AAH/Celesio UK network.

Our Values

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<th>Our Values</th>
<th>Your Role and Impact</th>
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| Integrity  | • Answer incoming customer calls efficiently and effectively ensuring service levels are met eg. 80% of all calls answered / calls answered within 20 rings / < 5% abandoned calls / call quality at 95%+  
• Investigate customer queries in a timely manner through asking the right questions, utilising the information on the system and liaising with the relevant teams |
| Customer First | • Ensure an excellent customer experience is provided at all times  
• Advise customers of alternative products to suit their needs  
• Escalate complaints through the correct protocols  
• Undertake proactive customer calls to advise of systems problems, late van departures, traffic problems etc., which impact on service level or order fulfilment |
| Accountability | • Input all orders, sales, transfer and promotional orders to the company system and process hospital faxed orders daily in accordance with ban closures  
• Log queries and complaints on the database to ensure we achieve our logging level target of 95%+  
• Be accountable for monitoring you own work list of open queries, ensuring that serious complaints are investigated and closed down effectively within specific timescales to avoid call breach – call breach target of 0%  
• Assist with the production of the weekly customer ‘stock availability’ report by contacting manufacturers to check on specific product availability eg. MCS, and updating SIMMS database  
• Regular review of ‘to follow’ files to ensure the product is still required, switched to other branches or alternatives offered  
• Co-ordinate internal transfers of customers’ goods and batch recall notifications to customers  
• Take personal responsibility to understand the KPIs and your role in delivering the objectives  
• Ensure that you remain up to date with all key branch and company messages  
• Take accountability to understand company policies and procedures |
| Respect | • Work with team colleagues on a rota basis to monitor phone lists and contact customers to take UDI Orders or failed transmissions  
• Work closely with colleagues to investigate queries which cannot be answered through system interrogation  
• Work as a key member of the team and build effective working relationships with colleagues  
• Assist with new starter and colleague training  
• To ‘Live the Values’ on a day to day basis in your role |
| Excellence | • Support with the telesales on manufacturer promotions/vantage  
• Take personal responsibility to complete all required training and ongoing personal development  
• Inform your line manager of any areas you identify for quality and process improvements |

What you need to have
• Clear communication skills  
• Good problem solving skills to resolve queries  
• Ability to prioritise and organise own workload  
• Previous experience of complaint handling would be desirable  
• Good numeracy and literacy skills  
• Experience working with Microsoft Word, Excel and PowerPoint  
• Effective team player  
• Previous customer service experience is essential