Customer Service Advisor (CSA)

Job Description

The day to day;

- Accurately process product orders efficiently
- Schedule appointments as effectively as possible
- Conduct client surveys via phone and video as scheduled
- Process sales orders as per company policy
- Acknowledge complaints and provide resolutions within a timely manner
- Liaise with internal departments to ensure seamless service delivery
- Manage and maintain relationships with existing clients.
- Explain terms of service to clients, and give quotations for certification contracts
- Manage new staff progression plans
- Meet with prospective staff to illustrate team joining benefits

You're someone who;

- Has proven experience in a customer service orientated role, within a B2B environment
- Produces work pursuant to ISO 9001 quality management standards
- Communicates clearly and professionally, both verbally and in writing
- Has strong attention to detail and time management skills
- Is proactive, solutions-focused, and comfortable with change
- Understands CRM systems and order management tools (preferred)