

Technical Services Advisor Europe

We have a vacancy within the Technical Services team for a Technical Services Advisor - Europe reporting into the Technical Services Team Leader.

The vacancy is full time working 40 hours Monday - Friday and is open to applicants with the relevant transferable skill set.

Job Function

To provide a dynamic, sensitive and responsive customer care service ensuring that complaints are resolved professionally and effectively. To ensure that the investigation and response to complaints are of a consistently high standard and solve the issues in the best interest of the customer and the company.

Main Duties

- Assess incoming complaints to check that we have all of the necessary information to enable us to investigate the complaint and liaise with the appropriate people if more information is required
- Send out complaint acknowledgements to customers and ensure they are kept up to date with the progress of their complaint
- Assess complaints and negotiate settlement of complaints within agreed timescales
- Liaise with the Business Managers, where necessary, to ensure satisfactory resolution of complaints
- Handle incoming phone calls and email enquiries in a professional and empathetic manner
- Use complaint information to identify areas for continuous improvement and actively seek ways to drive down complaint volumes
- Assist in dealing with social media complaints/queries
- Arrange sales return orders and carry out inspections on the products once returned
- Communicate and coordinate with internal departments to ensure the customer receives the best experience possible
- Maintain up to date knowledge of all products and services
- Maintain records of all customer interactions
- Any other reasonable duties which may be required by management from time to time

Attributes

- Passionate about delivering a high standard of customer care
- Previous customer care or technical support experience
- Confident telephone manner
- Positive attitude
- Excellent communicator and listener
- Courteous and empathetic
- Strong ability to multitask and prioritise workload

- Excellent attention to detail
- Work well under pressure
- Proactive and comfortable in making decisions
- Good negotiation and facilitation skills
- Resilient and confident with the ability to problem solve
- Ability to work on own initiative as well as being a key team player
- Fluent in German, French and Dutch