

## Job description

Job title: Customer Support Adviser (Dutch and/or German speaker)

Reports to: Customer Support Team Leader

### Overall purpose:

To support OPP's business objectives by providing a proactive and client focussed service to existing, new and potential clients

### Scope:

Working within a small, close-knit, multi-lingual & multi-cultural team the post holder will provide an outstanding level of customer service to OPP's database of over 20,000 clients spread throughout the world

### Principal accountabilities:

#### 1. Client Contact Handling

- To assist with sales process within Client Support in order to secure performance above target, ensuring at minimum, that annual budget levels are achieved.
- To ensure that Client Support Performance is maintained above standards set (98% of calls answered within 12 seconds, Abandon rate < 2%), carrying out duties as dictated by client contact demand.

#### 2. Customer Service

- To be a customer service advocate and deliver a consistently high level of customer service to all internal and external customers
- To build relationships with customers in order to identify further business opportunities
- To understand the needs of our clients in order to provide a tailored service and a product which suits their needs
- To inform the Client Support Team Leader of any feedback received from clients, whether it is positive or constructive
- To inform the Client Support Team Leader of ways in which the service provided to clients can be improved to enhance service delivery

#### 3. Client Support

- To provide a proficient and client focused telephone service to existing, new and potential clients.
- To effectively handle / refer client requests made by fax, e-mail or letter to ensure that requests are dealt with as soon as possible.

- To accurately register customers, accurately amend customer records, accurately take orders, advising customers on topics of eligibility, stock / training descriptions, pack sizes, relevant alternatives or additions.
- To accurately register customers for inhouse and external workshops and maintain a high level of communication with the Learning Operations team,
- To check correct client details are held within our database, checking both delivery and invoice address for each order placed & the time by which receipt of the order is required (and preferred method of delivery).
- To provide support in the transference of customer orders from the contact centre to the warehouse.
- To provide support for the handling of returned goods and the raising of credit notes.

#### **4. Team-working**

- To work co-operatively within Client Support to promote and maintain a close knit team, showing consideration for others and team spirit.
- To develop positive collaborative working relations with all staff in OPP,
- To play an active role as a team member of both Client Support and of OPP; sharing information, offering ideas, making constructive comments and providing support to colleagues.

#### **5. Personal Development**

- Develop a full appreciation and understanding of OPP's full range of client offerings as well as understanding internal processes and responsibilities.
- Develop understanding of OPP MIS systems, Warehouse, and Stock Control procedures.
- Attend and pass Qualifying workshops agreed as appropriate with Customer Support Team Leader
- To seek and exploit opportunities for continuous professional development.

#### **6. Additional Duties**

- As required from time to time via the Customer Support Team Leader.
- Carry out other such duties as may reasonably be required, commensurate with the grade of this post.

#### **Notes:**

Hours of work will be 37.5 per week between the hours of 08:00 and 20:00 - start/finish times will be arranged on a rota basis.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

## Person Specification

Factor	Essential	Desirable	Means of Assessment
Professional qualifications /training		1. Educated to A-level standard, or equivalent	CV / Interview / Psychometrics
Relevant experience	1. Customer Service experience in a telephone-based environment	1. Experience in a Business to Business sales environment	CV / Interview
Knowledge	1. Working knowledge of MS Office (Word, Outlook and Windows)	1. Knowledge of MS Excel and PowerPoint	CV / Interview
Job specific skills	1. Fluency in Dutch / German and English		CV / Interview
Competencies	<ol style="list-style-type: none"> <li>1. Client Focus</li> <li>2. Commercial Focus</li> <li>3. Innovation and Initiative</li> <li>4. Problem Solving and Judgement</li> <li>5. Passion, Commitment &amp; Drive</li> <li>6. Interpersonal Effectiveness</li> <li>7. Team Working</li> <li>8. Technology Orientation</li> </ol>	<ol style="list-style-type: none"> <li>1. Integrity</li> <li>2. Planning &amp; Organisation</li> <li>3. Resilience &amp; Flexibility</li> <li>4. Written Communication</li> <li>5. Self Development</li> </ol>	Interview / Psychometrics
Special requirements	1. Flexibility on Start/Finish Times		Interview

## Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

### 1. Salary

Commensurate with experience

### 2. Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare or dental cover
- Group personal pension scheme where OPP matches individual contributions between 3% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Child care voucher scheme

3. The contractual notice for staff in the above post is one month on either side, increasing to two months after two years service.

4. The probationary period is 3 months

5. Hours of work: 37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility.

## Applications

To apply, please email your CV with a covering letter to [careers@opp.eu.com](mailto:careers@opp.eu.com)

For further information the OPP Website is [www.opp.eu.com](http://www.opp.eu.com)