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# Example of Customer Advisor Job Description

Our company is looking for a customer advisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer advisor

* Research/ obtain additional information to resolve account
* Analyse the information received from the caller, using accurate decision making and judgement skills to provide an efficient and effective service, whilst showing care, compassion and understanding
* Using persuasive and negotiating skills you must keep an unstable or distressed caller on the line until emergency help arrives
* Have at least 12 months’ customer service experience working in a similar fast paced environment
* Ideally you will be educated to A Level standard, baccalaureate or university entrance standard
* This role involves the use of PC advanced telephony work, and you must be a confident user of both
* Confer with other staff members to obtain additional information and clarification needed to resolve customer
* Manage and resolve all Customer contacts, working within the framework of RiiO and ensuring we outperform agreed business KPIs
* Produce Advance Notification letters within agreed SLAs, fully utilising NG approved systems
* Manage and maintain stock levels of all essential materials for the production of Advance Notification materials

## Qualifications for customer advisor

* Ability to self-motivate is critical being able to work as part of a team
* Previous experience working in a customer-facing role, preferably Customer Service or Inside Sales in an international work environment
* Fluent in English (written and spoken), any other European language is an advantage
* Knowledge of MAM Autopart computer system would be advantageous (not essential)
* Manage the enquiry/complaint to resolution stage using approved workflow systems
* Escalate any unresolved enquiry/complaint within agreed timeframes using prescribed process