



Example of Customer Advisor Job Description

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Our growing company is looking to fill the role of customer advisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer advisor

- Provide highest levels of customer service, ensuring customers are treated fairly at all times
- Have the knowledge to service high frequency and complex customer demands
- Adapt quickly to our changing digital environment
- Understand the relevant systems and use them effectively to support your role
- Manage your workload efficiently to meet expectations
- Drive engagement with our customers, focusing on understanding what really matters to them
- Understand and adhere to regulation and the boundaries that are in place whilst maintaining an excellent customer conversation
- Responding to high volumes of inbound telephone calls from insurance customers, you will act as first port of call for sales, servicing and retention calls
- You will proactively manage your customer's expectations in order to achieve 100% satisfaction and retention
- Determine customer requirements and identify the best solution in line with company processes and procedures

Qualifications for customer advisor

- Have the ability to build trust, rapport & instil confidence (essential)

- Be educated to GCSE level (or equivalent) at grade C or above in Maths and English
- Have the ability to build trust, rapport & instil confidence
- Be computer literate in particular with MS Office