



Example of Services Advisor Job Description

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Our company is searching for experienced candidates for the position of services advisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for services advisor

- Monitors the security service implementation phase, ensuring security service implementation is meeting or exceeding contractually obligated timelines and client needs and expectations, meeting operational support requirements
- Provides training and education to internal teams, including SOC, engineering, on client contracts, SLA's, specific network anomalies, to allow for proper operational support
- Must demonstrate good knowledge of TCF principles outlined by the FCA and conduct all conversations and actions to ensure a Fair Customer Outcome
- Must be able to influence customers while ensuring adhering to a strictly no advice rule
- Must be able to assess and discuss the impact of customer decisions
- Providing support to couriers, field team and depot queries receive by telephone, e-mail and Forum
- Assisting with courier pay, band changes, stationery requests, mycouriersonline support, duplicate barcodes and address and parcel enquires
- Handle and process courier insurance claims
- Collating security incident data, which is provided to the FT, Security and Customer services
- Processing of returned bulk catalogue address carriers

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- Fast learner with the ability to learn new technology, platforms
 - Tech savvy and proficient in the Microsoft Suite of products including Word, Excel, and Outlook
 - Candidates should have career development experience with mid-career professionals business development experience, ideally with a top MBA program and or Corporate HR of a global enterprise
 - Hold an appropriate qualification in administration skills
 - Have previous experience and worked in a customer driven environment
 - Highly competent and transferrable IT skills