# Role Profile

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| Job title | Customer Service Digital Advisor |
| Reports to: | Customer Service Team Leader |
| Grade |  |
| Location | Office (Warick) / Hybrid |

## Role Purpose

In this hybrid working role will be accountable for answering inbound digital correspondence (Live Chat, email, efax, Salesforce Case) responding effectively and aligned to required key performance indicators (KPI’s) providing a great customer experience. There may be a proactive outbound call requirement to solve problems or escalate queries. You will offer Live Chat remote support for customers and resolve problems as effectively as you can or triage to the appropriate department or local AAH branch for them to resolve. There will also responsibility for the AAH Social Media channels via Orlo to log complaints and manage any queries that come through Twitter and Linkedin.

Reporting directly in the Customer service manager to start off with, this role primarily falls into the AAH Customer Services function but will link in with our Digital and Marketing Team based out of the Woods in Warick.

Each day you work towards one primary goal: Make customers happy and loyalty will naturally follow.

## Accountabilities

* Managing customer contact via Live Chat or email / efax and sales force to set objectives including order taking, problem solving,
* Logging queries, E-returns and complaints on the database to ensure we achieve our target of 95%+
* Monitoring you own work list of open queries, ensuring that serious complaints are investigated and closed effectively within specific timescales to avoid call breach.
* Understand the role KPIs and delivering to these objectives.
* Ensure that you remain up to date with all key company messages and e-learning where required.
* Support Digital in Marketing in ad hoc campaigns.
* Understand company policies and procedures.
* Adhoc admin work required from time to time.

## Experience, Skills, and Qualifications

Essential

* Good communication skills – Oral and Written
* Good problem-solving skills
* Proactive, positive attitude
* Ability to prioritise and organise own workload.
* Experience of customer service and complaint handling
* Experience working with Microsoft Word, Excel and PowerPoint
* Empathetic and understanding
* Take personal responsibility to understand the KPIs and your role in delivering the objectives.
* Ensure that you remain up to date with all key branch and company messages.
* Take accountability to understand company policies and procedures.

Desirable

* Experience working in a similar role within Pharmaceuticals, NHS or Pharma Wholesale
* Knowledge of Salesforce platform

## Role Scope

* Role is performed in accordance with ISO procedures and is supported by the Customer Service Induction program.
* Compliance with operating procedures for the purpose of achieving / retaining ISO quality accreditation.
* Resolution timescale parameters exist which are determined by the nature of the query type, and what determines a ‘serious issue’.
* To adhere to the Company’s rules, policies & procedures eg. security / regarding notification of absence / return to work and holiday arrangements.
* To undergo performance review on a regular basis.
* Duty of care for oneself and others in accordance with the Health & Safety at Work Act 1974.
* Compliance with the statutory requirements of all regulatory bodies – involving the use of best practice “Standard Operating Procedures” in line with Company guidelines in order to meet the requirements of the “Rule of Guidance of Pharmaceutical Manufacturers and Wholesalers, 1997” issued by the Medicines Health & Regulatory Authority (MHRA).
* To comply with any reasonable request and undertake any reasonable task assigned.

**Key stakeholders**

* Head of Contact Centres.
* AAH Customer Service Manager
* Customer Experience Managers / Teams
* Customer Service teams across the wider business
* Digital and Marketing functions
* Quality and Regulatory
* AAH DC Teams

This role profile is a written statement of the essential characteristics of the job, with its principal accountabilities, skills, knowledge and experience required. This is not intended to be a complete detailed account of all aspects of the duties involved.

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| Approved by |  |
| Date approved |  |
| Reviewed |  |