

**Job Description for Consumer Services Advisor**

<b>Job Title</b>	<b>Consumer Services Advisor</b>
<b>Name</b>	
<b>Employing Company</b>	Guardsman Industries Ltd
<b>Regulated Entity</b>	Guardsman Industries Ltd
<b>Effective Date</b>	
<b>Reports to</b>	
<b>Other responsibilities include</b>	N/A
<b>Regulatory Function</b>	N/A
<b>Regulatory Description</b>	N/A

<b>Summary of role</b>	The role of the Consumer Advisor is to deal with all telephone communication from consumers who have purchased a furniture plan and require our services. You will also be providing an excellent customer service experience for the consumer and to log claims accurately.
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<p><b>Main Duties</b></p> <ul style="list-style-type: none"> <li>• To deal with all telephone communications from consumers who have purchased a furniture care plan and would like to log a new claim and to record information accurately and correctly and notes added accordingly</li> <li>• To log or decline new claims correctly</li> <li>• To provide consumers with an update on their existing claims and notes added accordingly</li> <li>• To be able to raise new leads for the technicians</li> <li>• To ensure that all calls audits meet the minimum score of 90%</li> <li>• To ensure that all calls are answered within our agreed service levels</li> <li>• To process web claim forms within 5 working days</li> <li>• Perform other duties as assigned by the Team Manager</li> </ul>
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**Qualifications and skills/experience**

**Essential:**

- Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook
- Excellent communication skills
- Excellent customer service skills
- Good attention to detail and accuracy when entering information onto SAS (Internal computer system)

**Stakeholders/structure team/reporting line**

- Reporting to Claims Manager

**Logistics: salary/travel/location/shift/start date**

- Office location Abingdon, Oxfordshire

**Equal opportunities:**

The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.