

Job Description

Job Title	Field Service Administrator (Fixed Term Contract – 6 months)
Employing Company	Guardsman
Effective Date	01/09/2021

Summary of role	The Field Service representative will be responsible for answering calls from technicians, provide support, call consumers with updates on their claims, being informative, empathetic, and eager to quickly solve a consumer’s problem. Must be willing to listen, learn, and resolve any consumer inquiry that crosses your desk. To act as first port of call for incoming enquiries for furniture repairs. The advisor will need to be able to convert warm leads into chargeable repairs and ensure the consumer is fully updated throughout the repair process.
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<p>Main Duties</p> <ul style="list-style-type: none"> • Generate sales leads from calls • Answer and manage incoming calls, emails • Handle general queries from the networks and resolve problems which arise with purchase orders • Make accurate, rapid cost calculations • Be able to up-sell and cross-sell other products and services within the business • Provide consumers with quotations • Maintain and develop relationships with the technical network • Answer telephone within SLA (90% of the time) <p>Essential skills/experience</p> <ul style="list-style-type: none"> • Previous experience in customer support, sales, or a related field • Excellent at communicating over the phone and handling phone systems • Excellent computer skills and experience with tracking and recording call information, filing documents, or updating internal systems • Able to concentrate on multiple problems at once • Excellent time management and prioritisation skills • Ability to answer the phone, listen actively, relay information, and type basic information simultaneously • Customer-focused for positive consumer experience and resolution • Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook
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GUARDSMAN
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FURNITURE PROFESSIONALS

Desirable

- Good furniture knowledge (internal training provided)