

## **Customer Service Executive – Delivery**

### **Purpose of job**

As a Customer Service Executive - Delivery, you will provide front line telephone and email support to ILG Clients on all aspects of their delivery requirements, understanding their needs and providing a high level of customer response and service.

### **Key responsibilities**

- Responsible for resolving day to day queries relating to the successful delivery of their goods
- Utilise both .NET and NetCourier to provide updates on client queries within the agreed SLA
- Ensure that all queries are actioned in line with client SLA and Standard Operating Procedures
- Operate a frontline telephone/email support
- Work in partnership with the other areas of the business as necessary to ensure timely delivery of all shipments
- Provide detailed information when requested
- Process all customer correspondence in line with ILG's Customer Service Standards
- Log all internal/external customer issues on Drive and where appropriate put forward solutions to assist with the repair
- Actively support operational change whilst effectively minimising disruption to production and service
- Maintain and improve performance levels to ensure that all elements of the client SLA are met
- Responsible for communicating any issues/information that may impact the delivery of service
- Work in close liaison with Customer Services, Warehouse Team Leaders and externally with customers to facilitate for client satisfaction
- Ensure all business and individual key performance indicators are met
- Contribute actively to achieving departmental service level and targets
- Responsible for managing live chat, dealing with any inbound queries and passing these onto the relevant departments within agreed timeframes

### **Performance Standards**

- Customer queries are responded to in line with the ILG customer service standards.
- All customer issues escalated appropriately and immediately
- Complaints investigated immediately
- Adherence to procedures and where they need to be put in place, development of required procedures
- Provision of adequate phone and account cover at all times

- Credits processed within agreed timescale and in accordance with Accounts
- Ability to communicate professionally, efficiently and tactfully with external and internal customers through written and verbal communication
- Research and resolve both written and telephone queries, producing accurate written data where required
- Support and develop relationships with all areas of the business to communicate and understand all relevant information
- Use of DRIVE tool and Drivers Manual progression

#### **KPIs**

- 95% of calls answered within 5 rings
- Reports issued by agreed SLA
- SLA adhered to
- Emails responded to within one hour

#### **Selection Criteria**

- Previous knowledge and experience of delivery services (desirable)
- Previous customer service experience, working to deadlines and SLA commitments and previous financial responsibility
- MS Office skills, particularly Excel & Outlook
- Able to demonstrate methodical and organised ways of working particularly in relation to email management
- Good interpersonal skills to build relationships with customers
- Proven ability to work effectively as part of a team
- Good standard of written and verbal communications to provide a high standard of service
- Ability to complete work that requires a high degree of accuracy