

Role: Customer Service Advisor

Location: Wetherby

Reports to: Technical Support Manager

Duration: Permanent

Hours: Full time (35 hours per week)

Travel: Occasional

General Purpose and Scope

As a member of a small support Team, the Customer Service Advisor is required to support the Sales Team and Technical Veterinary Lead to effectively and efficiently manage customer enquiries and results reporting, including all applicable processes and resources. You will be required to raise any issues with results reporting, consumables and staff resources to ensure consistent supply of analysis and results. This is an office-based role in a laboratory environment and will require you to work in a safe and responsible manner, obeying the rules and regulations for Health and Safety. The role encompasses a large amount of routine work, data entry and requires self-motivation and keen attention to detail.

The Customer Service Advisor will support the Technical Support Manager to help resolve queries and issues with samples and submission forms, and with the Sales Team to provide support and resolution for technical queries.

You will be a key part of the support team with input to the smooth and timely delivery of results and technical queries, working alongside the Laboratory Services Team, Process and Quality Manager, Technical Veterinary Lead and Sales Teams.

Main Duties and Responsibilities

Customer Support

- Responsible for providing a professional and prompt response to telephone and email enquiries from pet owners, veterinary practices, laboratories and AAH Sales Team
- Provide technical guidance to customers on test performance, results and treatments (where applicable)
- Process customer orders, results, providing seamless communication between the laboratory, suppliers and AAH customers
- Checking and maintaining customer records via CRM system, to support the Sales Team and Key Accounts
- Process invoices on accounts system (SAGE), liaise with the Finance Team to manage account queries and credit control
- Management of courier and post requirements

Sales and Marketing

- Support sales and marketing activities with literature, campaigns and exhibitions including attendance of key veterinary events such as BSAVA/ LVS
- Liaise with the Sales Team regarding leads from customer enquiries, new and lapsed customers
- Work closely with all departments to maximise business opportunities within international, corporate and independent accounts

Line Management

- This role does not currently have any direct line management responsibility for the Technical Support Team. However, you may be required to train and supervise junior staff members as required
- Coach, motivate and assist the Technical Support Team in the many tasks performed

Communications

- Manage or undertake the preparation and presentation of performance data for internal meetings, publications or presentations at conferences or other relevant events
- Support the Technical Support Team in disseminating company information, strategy and priorities
- Liaise with customers and suppliers as required

This job description is not exhaustive and you may be required to undertake other duties that are in line with the above responsibilities.

Essential:

- **Relevant Qualifications**
 - Degree qualified (or equivalent) in a relevant technical or scientific field
- **Relevant Experience**
 - 1+ years of customer service experience working in a commercial environment, ideally within a commercial laboratory or veterinary role
- **Relevant Knowledge**
 - Some knowledge of the veterinary industry
 - A good level of technical understanding & competence
 - Customer focused with an appreciation of commercial pressures
- **Relevant Skills**
 - Excellent communication skills with a positive, professional and helpful manner
 - Very strong organisational skills with the ability to prioritise workloads, multi-task and work both independently and as a team member

- A desire to learn, develop skills and knowledge, to share learning to assist others in the team with training and development
- Computer and technology literate
- Be helpful and interactive with customers, suppliers and AAH team providing advice and problem-solving solutions
- Passionate about animal health
- The ability to work efficiently and as part of a multidisciplinary team.
- The ability to work with a high degree of autonomy, professionalism, care, accuracy and reliability
- Excellent verbal and written communication skills with the ability to communicate messages with technical and non-technical audiences