



## Customer Services Representative

Contact Centre

**Role Purpose:** Providing great customer service, ensuring Toolstation is a great place to buy. This is a highly important role in Toolstation, acting as the voice of the business. Effectively handling incoming calls, emails and webchats, from customers wanting to place an order, through to handling a customer complaint or enquiry

**Function / Business Unit:** Contact Centre

**Location:** Bridgwater Contact Centre (some remote working required)

**Reporting Line:** Team Leader

### Key Accountabilities / Responsibilities:

- Delivering great customer service in line with Toolstation expectations, acting as the friendly voice of the business, providing an engaging and upbeat service – no matter how busy you are
- Taking great pride in meeting the needs of our customers, ensuring Toolstation is a great place to buy
- Answering incoming calls, emails and webchats and assisting customers with their enquiries, working hard to resolve their queries and ensuring they receive a great customer service
- Considering the impact to the business when making decisions to resolve customer queries
- Accurately inputting data in a real-time environment whilst on the phone
- Dealing effectively with all customer queries in an efficient and timely manner in-line with the Contact Centre policies and procedures, without impacting the quality of service the customer receives
- Liaising with internal and external stakeholders to resolve customer queries where necessary
- Accurately maintain accurate records of customer issues and solutions in line with Company standards
- Working hard to achieve productivity and attendance targets
- Committed to delivering the Toolstation aims of making Toolstation a great place to work
- Making sure you demonstrate high levels of professionalism at all times

### Required Skills & Experience:

- Experience in a customer services environment would be beneficial
- A positive attitude and a natural communicator who always puts the customer first
- The ability to communicate with customers effectively and professionally in both written and verbal formats

### Behaviours:

**Teamwork and collaboration** - Understands the importance of team working. Looks for ways in which to support and help others, making sure Toolstation is a great place to work.

**Customer focus** - Recognises and responds to the needs and concerns of the customer, showing compassion and empathy where appropriate. Is committed to delivering a high quality of service and making Toolstation a great place to buy.

**Communication** - Communicates warmly and effectively, ensuring that messages are clearly understood. Adapts the message and style to help others understand.

**Drive and motivation** - Focuses on results and desired outcomes and how best to achieve them. Proactively takes ownership for completing tasks. Doesn't wait to be told to fix the obvious issues and just gets the job done.

**Keeping Calm** - Remains calm under pressure and is at ease when working in challenging situations. Responds maturely to uncertainty and complexity within their role.

**Interpersonal skills** - Able to get along and have fun with others while remaining productive to reach the end goal. Builds positive relationships with people in their team and understands that everyone is different. Is able to resolve tense situations comfortably.



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- Enthusiastic, polite, willing to learn
  - Ability to work alone as well as in a team, self motivated and with a good sense of judgement
  - Enjoys interacting with customers putting them at the heart of everything you do
  - Reliable and flexible with excellent time keeping, hardworking and fun to be around
  - Good level of IT skills
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