

**Role Purpose:** Providing great customer service, making 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, from customers wanting to place an order, through to handling a customer complaint.

**Function / Business Unit:** Contact Centre

**Location:** Contact Centre

**Reporting Line:** Contact Centre Supervisor

## 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 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
- Making a difference when you are talking to customers, helping them to get all they need for their job
- 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 however is not a must have
- A positive attitude and a natural communicator who always puts the customer first
- Enthusiastic, polite, willing to learn
- Loves team work and understands that it is the route for success. Happy to always get stuck in.
- Enjoys interacting with customers putting them heart of everything you do
- Reliable and flexible with excellent time keeping, hardworking and fun to be around
- Has the ability to empathise with people
- Good level of IT skills

## 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. 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 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.

**Resilience** - 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.