

IFRS Foundation

Job description – Customer Services Representative

Reports to: Customer Services Manager / Team Leader

Based: London

Job Purpose: To support the organisation's sales and marketing activities by working with team members to raise awareness of products, encourage and process product sales, and generally provide high levels of service to a global customer base.

Background

The Foundation is a not-for-profit organisation which undertakes the sale of products and services in order to generate income and fund its operations. The Customer Services Team is responsible for supporting our global customer base in these activities and therefore has an important role to play.

Customer Services Representatives are the first point of contact for customers, and the team aims to provide customers with a polite and friendly greeting and a helpful and swift resolution to their query so that their needs are met.

Principal accountabilities

- Proactively supporting customers and dealing with a range of in-bound customer service enquiries by phone and email (and occasionally in-person).
- Processing orders and payments by email or phone and arranging despatch of orders.
- Reconciling all payment types with the CRM system.
- Processing cheques and bank transfers.
- Liaising with the Finance Team/Agencies to ensure smooth processing of all orders.
- Assisting with end of month reporting.
- Assisting with marketing campaigns and customer reporting.
- Arranging shipments for key customers (ie subscribers): compiling reports, writing instructions and liaising with external parties.
- Managing product stock and packaging levels at the offsite warehouse.
- Updating system shipping data on a bi-annual basis.
- Supporting other team members with tasks.
- Working on ad-hoc projects as necessary.

Skills and attributes

- A motivated and customer-focussed team-player who enjoys working with others.
- Positive and responsive attitude to problem-solving.
- High degree of integrity and professionalism; ability to remain composed under pressure.
- Excellent spoken and written communication skills and in particular the ability to write clearly and concisely.
- High level of attention to detail.
- Ability to plan, organise and prioritise work / time effectively and adapt to changing priorities.

- Ability to listen to others, follow instructions and respond positively to constructive feedback.
- Ability to use own initiative and to work and make decisions autonomously.

Qualifications and experience

- Previous experience in a customer service role would be highly advantageous.
- Working knowledge of Microsoft Office (especially Excel) would be highly advantageous.