

## **Customer Service Advisor (m/f/d)**

Working as part of a small team and reporting to our Customer Service Supervisor in Telford you will deliver first class professional customer service, using a range of communication methods to ensure customer enquiries, payments and complaints are resolved promptly and effectively. You will be scheduling appointments for Warranty call outs, Commissioning, Assembly and Repairs, and assessing and resolving customer queries.

### **Your Impact:**

- Schedule appointments for Warranty call outs, commissioning, assembly and repairs
- Raise Orders and Invoice reconciliation
- Ensuring all telephone calls are answered within a set time frame, dealing with telephone requests from our network of customers
- Respond to written enquiries and complaints in a professional and timely manner
- Be an enthusiastic advocate for Viessmann products and brand, using product knowledge to build relationships that enhance customer experience and loyalty
- Accurately record customer data in accordance with legal requirements under the Data Protection Act

### **Who you are:**

- Experience working in an environment where customer service is paramount
- Excellent understanding of customer service principles and practices
- An excellent telephone manner, with a high attention to detail, a problem solving right first time approach
- A self-starter and disciplined lone worker yet able to work well as part of a team, supporting colleagues and promoting excellent team spirit
- Confident in dealing with email/written queries
- A natural listener and problem solver who is both empathetic and patient
- High level of patience and empathy, remaining calm when dealing with emotional, difficult or distressed customers
- Ability to manage escalations and handle difficult customer situations
- A proactive approach to building relationship internally & externally
- Proficient in using customer service software and CRM systems
- Ability to multitask and work in a fast-paced environment
- Flexible and adaptable to changing priorities and customer demands
- Quick and accurate keyboard skills and experience of using databases
- IT literate in a range of Microsoft and Google applications

### **What makes us special:**

Our employees are the key to making our vision come alive. With that in mind, we've created a range of benefits for our employees, including:

- Competitive salary
- 25 days annual leave (Excluding bank holidays)
- Annual bonus scheme
- Company pension scheme
- Private Health Insurance with Employee Assistance/Wellbeing Programmes
- Death in service benefit and private healthcare options
- Business tools, including laptop

### **Who we are:**

#### **Build a career with confidence**

Carrier Global Corporation, global leader in intelligent climate and energy solutions is committed to creating solutions that matter for people and our planet for generations to come. From the beginning, we've led in

inventing new technologies and entirely new industries. Today, we continue to lead because we have a world-class, diverse workforce that puts the customer at the centre of everything we do.

### **Our commitment to you**

Our greatest assets are the expertise, creativity and passion of our employees. We strive to provide a great place to work that attracts, develops and retains the best talent, promotes employee engagement, fosters teamwork and ultimately drives innovation for the benefit of our customers. We strive to create an environment where you feel that you belong, with diversity and inclusion as the engine to growth and innovation. We develop and deploy best-in-class programs and practices, providing enriching career opportunities, listening to employee feedback and always challenging ourselves to do better. This is *The Carrier Way*.

We believe in people and their potential. If you are up for the challenge and want to be part of the energy transition, apply now!

To apply please send your CV and covering letter to - [svgv@viessmann.com](mailto:svgv@viessmann.com)