

Job Description	Regional Customer Support Advisor
Reporting To	Regional Customer Controller
Duties	<ul style="list-style-type: none"> ➤ Receive customer telephone calls and email requests for reactive service calls and planned work and to accurately record details onto the company system ➤ Customer Sales Order processing and data entry ➤ Liaising with Field Service Engineer and Customers regarding expectation management ➤ Assist in the processing of Call management system ➤ Supporting the Field Service Engineer planning process ➤ Provide admin support for the Regional Team and CRM system as required ➤ Such other duties as may from time to time be necessary, compatible with the nature of the position
Required Attributes	<ul style="list-style-type: none"> ➤ Excellent and accurate data entry skills ➤ Excellent customer service skills and expertise ➤ Articulate, numerate, and possess excellent communication skills at all levels. ➤ Able to demonstrate quality computer (MS Office) and keyboard skills. ➤ Pragmatic approach to ensuring work is completed right first time and to schedule ➤ Ability to work on own initiative in a quality manner and within expectations of the business. ➤ Have a methodical approach to their work, with good attention to detail. ➤ Work well within a team environment while able to take ownership for tasks ➤ Have the ability to take on and work to follow set operational procedures. ➤ Flexible in approach and willing to work overtime as required.
Health & Safety Statement	Under the Health & Safety at Work Act each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health & safety matters should be raised in the first instance with your manager or Human Resources.
Equal Opportunities Statement	<p>Metric is an Equal Opportunities Employer and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, gender reassignment, ethnic or national origin.</p> <p>Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.</p>

Employee Signature

date