



Job Description for Customer Service Advisor

Reporting to	Installations
Hours	Full time – Monday to Friday (8:45am – 5.15pm with one hour for lunch)
Location	We Power Your Car, Airedale House, Wagon Lane, Bingley, West Yorkshire, BD16 1WA

Company

We Power Your Car

We Power Your Car are an electric vehicle charger, full-service supply, and installation company based in Yorkshire but operating nationally.

As the experts in electric vehicle charging, we are able to assist with every step of sorting an EV charging solution, whether it be for the domestic, commercial or workplace market.

We are a rapidly expanding business in an exciting, up-and-coming industry, and we are on the hunt for new recruits due to unprecedented growth in the last few months.

General job description

Customer Service Advisor

We are looking for an experienced Customer Service Advisor to assist the installations team in providing outstanding post-sales customer service.

Main Responsibilities and Duties

Responsibilities

- Liaise with customers on inbound and outbound calls and emails to obtain the relevant information needed for their electric vehicle charger installation
- Provide first-class customer service by dealing with any queries our customers have in relation to their installation
- Offer empathetic support to those who have additional needs
- Review information given by the customers to ensure accuracy
- Ensure all communications are thoroughly and efficiently recorded on our internal IT systems. This is an integral part of the role as all members of staff need to be able to access and utilise this information whenever required to ensure the successful daily running of the business.
- Uphold our five-star customer service reputation

Requirements

- Previous customer service experience is essential
- Strong IT skills: ability to use Microsoft Office is a must, and the ability to learn new IT systems quickly
- Exceptional interpersonal skills, with the ability to provide patient and compassionate support when dealing with customers with additional needs
- Outstanding communication skills, both written and verbal, to be able to explain technical subjects to customers
- Be able to interpret and understand technical information

Salary/Hourly Rate	Circa £22,000 per annum DOE
Holidays	25 days plus bank holidays
Benefits	<ul style="list-style-type: none"> - Competitive Salary - Flexible working - Free Parking - Opportunities for progression - Additional Training if required - Brand new office