

CAREER SPOTLIGHT

Customer Service Advisor

Helps customers by answering questions, resolving issues and providing information about products and services.



WHAT YOU'LL DO

- Respond to customer enquiries
- Provide product information
- Process orders and returns
- Resolve customer issues
- Update customer records



THE IMPACT

You'll help create positive customer experiences, ensuring people get the support and information they need.

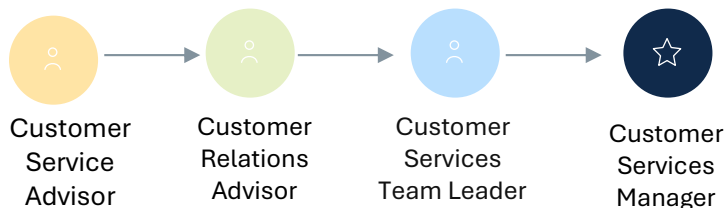


SKILLS & QUALITIES

- ✓ Strong communication skills
- ✓ Problem-solving ability
- ✓ Attention to detail
- ✓ Patience and empathy
- ✓ Calm under pressure



CAREER PATH



TYPE OF ROLE



- Customer Service / Relations
- Business Support
- Sales Support
- Consumer Engagement

WHERE YOU'LL WORK



- Typically work in an office or customer support environment, helping customers by phone, email and online.

QUALIFICATIONS



- Apprenticeships in customer service, business administration or retail
- Useful subjects: English, Business Studies, IT/Computing and Mathematics

WHO YOU'LL WORK WITH



- Customers
- Customer service/ Sales teams
- Administration colleagues
- Other business teams



ALSO KNOWN AS

- Customer Relations Advisor
- Contact Centre Advisor
- Customer Support Administrator
- Client Services Assistant

BEST BIT



Working with different people and solving problems.