

Role: Aftersales Advisor

Responsible for: Our customers

Reporting into: Customer Experience Manager

Salary: £18,000 - £21,000

We are presently seeking an Aftersales Advisor to work within our busy Aftersales department. The ideal candidate will have a flexible and can-do attitude and will offer fantastic customer service. The hours of work for this role are 5 days a week (8am to 5pm Monday to Friday) with weekend work on a rota basis.

Genpower is the exclusive distributor for Hyundai Power Products for the UK and Ireland.

Within this role you will deliver front-line, technical help and support to our customers in an effective and efficient manner. You will be professional, courteous, analytical, empathetic and have exceptional organisational skills to manage customer cases from start to finish. This role involves responding to customer enquiries via our online messaging centre, telephone and live chat facility.

Mechanical knowledge and experience will be highly advantageous as this role will involve working within a technical capacity. Our product range includes generators, garden machinery, water pumps, air compressors, pressure washers, power tools and light construction equipment. Whilst you may not have worked directly with all of these products you would ideally have a good base knowledge of combustion engines, 2 stroke & 4 stroke machines, diesel engines.

We will also consider candidates without a technical background provided that they have experience within a front-line, customer support role and the ability to manage to a wide range of enquiries.

Key duties will include but will not be limited to:

- Troubleshooting, identifying faults and assessing appropriate solutions.
- Building excellent rapport with customers in order to probe, analyse and diagnose the issue in an efficient and professional manner.
- Raising cases using our internal CRM system to log and track customer information.
- Working in line with warranty terms & conditions, data protection, GDPR etc.
- Working with our parts, workshop and ecommerce teams to ensure queries are resolved efficiently and effectively.
- Building and developing technical knowledge of our range to ensure you are best equipped to advise our customers.
- Working closely with the Quality Controller to identify and report potential failures.
- Working to achieve all departmental KPIs including SLAs, quality of call, quality of customer service, efficiency targets etc.
- Corresponding with our dealers and assisting them with their customer aftersales and technical queries.

What is in it for you?

- Competitive salary.
- Perkbox
- Private health care plan.
- Dentist and optician cash back scheme.
- Increasing holiday allowance with service.
- Pension scheme.
- Opportunity to develop a long-term career.

To apply please send CV and Cover Letter outlining your suitability.