

Position description

Title of position: Customer Service Officer

Reporting to: Customer Service Manager

Overview:

The Customer Service Officer uses interpersonal and administrative skills to communicate with internal and external customers, identify customer requirements and coordinate administrative services on behalf of Affinity Labs. These services contribute to the provision of an efficient and effective fee-based analytical service to the food and beverage sector.

Qualifications:

No formal qualification required.

Experience:

Minimum two years' experience in a commercial laboratory setting, with experience working as a laboratory technician in the wine or other food and beverage industries highly desirable.

Principal accountabilities:

1. Ensure consistent, high-quality service and communication in all dealings with customers, and promote the general well-being of Affinity Labs by ensuring that all contact with customers is performed in a professional and confidential manner.
2. Contribute to the daily operations of the Customer Service team including assisting with the receipt and registration of new samples for analysis.
3. Assist in the preparation and distribution of quotations and invoices to customers, ensuring both the accuracy of invoices and the timely provision of quotations.
4. Assist in the preparation of promotional material including advertising, newsletters, website updates and other promotional activities of Affinity Labs.
5. Conduct daily communication with customers, principally by telephone and email, providing responses to enquiries about available services and identifying customer requirements, and generally developing positive relationships between Affinity Labs and its customers in the food and beverage sector.
6. Maintain records of customer service key performance indicators (KPIs) and report them to the Customer Service Manager.

7. Contribute to the maintenance of formal accreditations and the quality of analytical services by complying with existing procedures and responding to complaints and corrective actions raised that relate to administrative issues.
8. Ensure that the databases and records of Affinity Labs are organised, and records archived periodically, in accordance with the requirements of the quality manual.
9. Maintain the Affinity Labs wine storage areas in the cellar, including the periodic disposal of surplus samples.
10. Assist laboratory operations by contributing to general housekeeping including equipment cleaning and sample management, as required.
11. Undertake other duties as directed by the General Manager or the Managing Director.
12. Accept that all intellectual property, patents, and discovery arising during the course of employment at the AWRI remain the property of the AWRI.

Person specification:

1. Well-developed communication skills, both verbal and written, to facilitate understanding of technical matters by a range of people, both internal and external.
2. Efficient time management skills.
3. Excellent interpersonal skills to be able to work effectively in a team environment.
4. Initiative and the capacity to self-motivate.

Workplace health and safety responsibilities:

Employees and students must take reasonable care to protect their own health and safety, and have responsibilities to:

1. Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
2. Obey reasonable instructions that are designed to protect their health, safety and welfare.
3. Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
4. Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
5. Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
6. Report promptly, any hazards, incidents or injuries to their Manager/Team Leader.