

# Customer Relationship Advisor

- Location: Work From Home / Remote Working
- Salary: £19,305 - £22,000 (2buy2 is a Living Wage Foundation employer).
- Working Hours: Full time
- Status: Permanent

## Background

As an organisation 2buy2 works on behalf of our customers throughout the UK to secure financial savings on their day-to-day costs - enabling them to use that money where it matters most. Our highest priority is focusing on achieving savings, adding value and to provide excellent customer service to all our clients.

## What 2buy2 wants from our Customer Relationship Advisor:

To support all 2buy2 customers with their buying decisions, enabling them to save money, save time and buy with confidence. This is to be done with an attitude that provides a continual positive customer experience that builds lasting relationships and encourages repeat business.

## Responsibilities will include:

- Provide a point of contact via phone, email, online chat and post for all individuals who have registered with 2buy2.
- Contact 2buy2's existing customer base, to promote key products, to develop an awareness of the overall service and benefit of 2buy2, and to understand their existing requirements and needs.
- Organize and schedule customer enquiries to the appropriate departments within 2buy2 and/or suppliers.
- Work closely with the Church of England to provide exceptional service to churches
- Generate energy quotations for renewals and new business customers, working to daily and weekly targets
- Maintain and manage customer data appropriately, including passing this to approved suppliers when needed and using this data to update customer records
- Resolve conflicting and complex issues relating to the customer journey.
- Ensure positive and negative customer experiences are logged for appropriate marketing and corrective actions.
- Approve new website user registrations daily.
- Collaborate with cross-functional teams to ensure customers receive a high-quality service.
- Implement company policies and procedures in providing excellent customer services.
- Any other responsibilities as may be deemed fit by your line manager.

## Qualifications and other skills we're looking for:

People skills are the most important requirement for a Customer Relationship Advisor at 2buy2, as it is the advisor's role to represent the company to the public. At 2buy2 this means a customer Relationship Advisor needs the following to work effectively:

- The ability to communicate well with customers through phone conversations, face-to-face contact, online chat and via email.
- The ability to construct well written emails in a professional and courteous manner is essential
- The ability to work well in a small team environment.
- Working Hours of Monday – Friday 9am-5pm. Experience of working in a procurement environment would be desirable.
- A polite, friendly, patient and tactful manner, whether handling a complaint and solving problems or helping with an enquiry and potential sale.
- Administrative skills including use of Microsoft Outlook, Excel and Word are essential. Previous experience using CRM systems is desirable.
- The ability to work well under pressure and within tight timeframes.
- Enthusiasm for the job.
- A good understanding of the ethos and working practices of 2buy2.
- A willingness and ability to listen to and follow instructions

**What we can offer you:**

In addition to a competitive salary we are offering the opportunity to work for a values driven company, experiencing a period of exciting growth. You will also get:

- 30 days annual leave (including bank holidays)
- Private Health Insurance (post probation)
- 3 days paid mission leave per annum to support a charity of your choice
- Opportunities for further professional development
- Pension

**Want to know more?**

Please email [people@2buy2.com](mailto:people@2buy2.com)