

Customer Resolutions Advisor

- £26,000 per annum
- Company bonus and benefits
- Training in office
- A blend of home and office work post training
- Monday – Friday 8am – 8pm Weekends 9am – 5pm



What will I be doing?

Stannah has a world class reputation for treating all of its customers with upmost respect and offering a first class service. Nothing is too much. Whether you are dealing with a customer who has bought a Stannah stairlift or homelift, the customer is Stannah's reason for being.

As a resolutions advisor you will help customers with problems or queries and take your time to get to understand each customer to get a solution that they, and Stannah are happy with. At Stannah you will go the extra mile to delight your customers!

- Dealing with any 'customer' queries from the day their lift is installed onwards. The customer can range from the end user to the installing engineer, contracted tradesperson helping to install the lift or a family member of the end user of the lift
- Handling wide ranging queries by phone, email or letter and prioritising the urgency and which of the many queries to work on first
- You will investigate the query or complaint to come to a solution for the customer. This will often involve working with the wider Stannah teams (such as the manufacturing, accounts and warehouse teams) to determine how best Stannah can resolve the customer problem or complaint
- On the customer's installation day, if there is a problem at the customer site which may delay installation and negatively impact the customer, you will work with the engineers and tradespeople on the site to ensure that the installation does not fail or get delayed or aborted. This could involve you doing many things from urgently dispatching parts through to negotiating other solutions with the customer on the phone
- Having investigated any query or complaint and determined potential solutions, you will communicate with the customer to ensure that the Stannah promise of excellent customer service is always upheld
- You will accurately record your work on Stannah's customer system to ensure a full record of communication is held along with any actions and agreements documented
- You will offer and negotiate customer discounts where appropriate and where necessary escalate this decision to a senior
- You will liaise with the wider customer contact centre team to understand the customer's journey and their full requirements



Is this job for me?

Stannah's customers and potential customers are the heart of our successful business. They are your reason for being! Your role is vital to keeping our business successful by helping to maximise our sales and keep our customers happy with our service. Stannah has well-developed successful procedures in place to help you succeed and you will work with support of strong management teams to ensure success.

Stannah is the leading UK brand in home and stairlifts and our customers love the brand because of our company values and excellent customer service. As a front-line customer advisor, it is important that you relate and commit to these values so that our customers feel them when dealing with you.

You are the customer's point of contact if they have any problems with their lift from installation onwards. How you get to a solution for the customer will form their lasting impression of Stannah and determine if they recommend Stannah to friends and family. Therefore, you will work to make sure that Stannah does the right thing by the customer and the customer feels happy with Stannah despite any queries or problems along the way.

What skills do I need?

You do not need any particular work experience to be successful in this job but you do need;

- Confident written and verbal communication skills with a friendly and positive approach
- An ability to prioritise and organise. You must enjoy challenges requiring these skills
- A natural desire to help and a willingness to listen to customers to offer them the best solution that Stannah can provide
- An empathetic approach to dealing with a problem which you can balance with understanding the impact of your decisions on 'Stannah's success'
- An ability to problem solve and an enjoyment of it. You will have previous examples of times that you have overcome challenges or problems to positive results whether in or outside a workplace
- You must enjoy working to targets and be able to show that you have done so before in any setting; in work, studies or in social situations such as sports
- Listening skills and fact finding/questioning skills are critical as you will have to really understand a customer's problem to solve it
- You must be happy to learn and to train in new skills. Stannah's lift products are complex
- A positive 'can do' attitude and the desire to 'think outside the box' will make for success in this varied role
- You must look forward to getting to know and working with the wider Stannah teams throughout this large organisation and building strong relationships with them to help solve customer problems

Who is Stannah?

Stannah is a global leading business producing homelifts and stairlifts. It is highly successful UK business, now leading globally in its field. Over 150 years old and still independent, proudly run by the Stannah family and the fantastic Stannah teams.

Stannah is known by customers for its quality of product and service. It is respected by customers as a company and brand to rely on.

Stannah's core values can be felt right throughout the company and by its customers. It leads as an ethical and successful business with high morals.

Stannah has an enviable 'one team' approach which makes the customer journey excellent.



Where in the world of Stannah will I be working?

You will be working in the homelift and stairlift customer service team. You and the team will take great pride in helping your customers buy a Stannah product which will in turn help them stay mobile and in their home for as long as possible.

The team is based at Stannah's head office in Andover. You will sit with your 20 colleagues and be supported by a team manager and senior management team who will coach and develop your success.

After you have been trained successfully and delivered your job you will have the opportunity to work in the office or partly in the office and partly at home.

Stannah values

- We take care of our customers
- People are at the heart of our business
- We respect our suppliers
- We strive to continue to improve

