HARRY HALL

APPENDIX A - JOB DESCRIPTION

IDENTIFYING INFORMATION

Job Title: PART TIME - Retail Support Associate- Reports to the supervisor of the Retail team

Department: Customer Operations

Approved by: Lisa Ripley

JOB SUMMARY

Harry Hall International Limited is a rapidly expanding distributor of equestrian insurance and looking to strengthen its team, it's a perfect time to join the company, make your mark and be part of its success. Conduct and culture and putting the customer at the heart of the Harry Hall business has resulted in the company's rapid growth so if you are passionate about helping people, have an eye for detail, and a team player then this role is perfect for you.

Who are they?
They are passionate about helping people, look for maximising sales opportunities and provide accurate information on products, whilst trouble shooting with website support, order tracking, returns and providing account maintenance.

What we need them to do?
Be a passionate, multitasker advising and guiding customers over the telephone, via email, webchat or on occasion face-to-face (when at equestrian events) for Harry Hall Products, Equestrian, Pet and Leisurewear Products.

Why?
When anyone is feeling lost, confused or generally a little bit bewildered about something, chances are they'll ask for advice, dealing with customer queries and questions (as well as the odd complaint), they need help to resolve any issues, or suggest suitable alternatives, and all with a smile, ensuring the high standards of ethical behaviour Harry Hall expects from its team.

Be a team player in a team that serves customers by providing product and service information, resolving product and service problems.

KEY RESPONSIBILITES

Consumer Specific

- Work as part of a Team in order to provide a dynamic, sensitive, fair and proactive complaints service.
- Handles complaints from receipt through to conclusion ensuring they are handled in accordance with the Harry Hall Internal Complaints Procedure.
- To actively promote best practice and excellent customer care using various and appropriate communication methods.

- To develop and maintain effective relationships with colleagues and customers.
- Accurately record and update complaints on the relevant complaints register.
- Liaise with customers on an ongoing basis (both by phone and through written correspondence) keeping them informed of their order progress.
- Plan, organise and prioritise own workload to meet deadlines and internally agreed service levels.
- Capture root causes of complaints to enable insight into customer pain points and provide feedback to the product team of any findings, to drive improvements and complaint prevention.
- To keep up to date with consumer purchasing law or process changes.
- Support the wider customer team during peak periods from customers renewals, midterm adjustments over the phone and any other administrative tasks.
- Promote, guide and offer information to prospects and existing customers on Harry Hall Products, Equestrian, Pet and Leisurewear Products, working closely with the product team to promote key product lines
- Attracts potential customers by answering product and service questions, suggesting information about other products and services.
- Process orders, prepare correspondence and fulfil customer needs to ensure customer satisfaction.
- Actively promote the Harryhall.com web site, membership & benefits in order to generate sales within the defined area.
- Puts the customer at the heart of what they do ensuring the right outcome for the customer
- Handling vulnerable customers with sensitivity
- Participate and embrace staff training and coaching.
- Update job knowledge by reading industry publications; maintaining personal networks; keeping abreast of competitor information.
- You may be required to attend and support at Equestrian Shows where required.

KEY SKILLS AND EXPERIENCE

- Sales/Telesales experience essential
- In-depth knowledge of customer service principles and practices
- Excellent knowledge of equestrian products and ideally be a horse rider/owner
- Proficiency in CRM systems
- Proficiency in MS Office applications
- Product knowledge
- Excellent communication, questioning and listening skills
- Polite and friendly manners
- Lots of initiative
- A positive attitude
- Team Player
- The ability to think on your feet
- Decision-making
- Planning and organizing
- Flexibility
- Stress tolerance

All newly appointed staff will undergo a thorough induction to ensure the company provides the skills, knowledge and expertise necessary to fulfil the role and ensure a solid understanding of the company's expectations in relation to Conduct, Product, TCF, Vulnerable customers, Complaints handling.

Harry Hall has a training competence scheme to support employee development and actively supports career progression.

P/T - 16 hours – 32 hours per week.
Office Days Mon/Wed/Thurs
WFM Tues/Fri

For further details or to apply, please send a covering letter and CV to Lisa.ripley@harryhall.com