



National Veterinary Services Limited

Careers

Join our team.

Customer Excellence Advisor
Stoke-on-Trent, Staffordshire

Full Time 37.5 hours per week
Salary: £19,121 pa

Office Based: Monday to Friday, with Saturday and Sunday rota, variable shifts between 8.30am and 9.00pm.

NVSL is the UK's leading veterinary wholesaler.

Our business provides a next day supply and distribution service through our nationwide network of distribution depots, serving an average of 2220 customers every day!

This is a **Full-time** opportunity for you to join our Customer Excellence Team.

What you will be doing

- Deliver or exceed your personal customer excellence targets on a daily basis.
- Deliver exceptional customer experiences, whether the interaction is your first or last of the day
- Interact with customers in a professional, helpful, polite and friendly manner to place their orders and answer any queries.
- Strive to learn and retain strong product knowledge, whilst focusing most attention on our own brand products
- Find opportunities to deliver on customer needs whilst optimising revenue for the business
- Process customer orders efficiently and accurately
- Keep up to date with the latest stock levels and offer alternatives where feasible.
- Provide customers with proactive updates on orders we have been unable to fulfil from their order.
- Use your knowledge and initiative to find solutions to problems customers face with their orders.
- Work closely and collaboratively with all internal NVS stakeholders.
- Proactively find and recommend improvements to our customer experience and processes
- Look for opportunities to upsell or cross sell products to customers
- Undertake other reasonable duties as required by the role.

Working for us

- Competitive rates of pay
- 29 days paid holiday (including bank holidays)
- Staff discounts
- Life assurance benefit
- Cycle to work Scheme
- Free on-site parking and Wi-Fi
- A 24/7 confidential employee assistance programme – offering a range of support services to help you to resolve difficulties in your home-life
- Savings related Share option plan
- Christmas hampers
- Eye-sight vouchers for VDU users
- Company pension scheme

Who we are looking for

- O Level or GCSE grades C or 5 and above in Maths and English
- Can do, positive and constructive attitude
- Accepts targets as a challenge and strives to beat them
- Excellent telephone manner
- Strong written skills
- IT literate and confident as a user of digital/electronic systems
- Able to demonstrate high levels of customer service excellence
- Flexible approach to working hours
- Excellent attendance and punctuality
- Can prioritise conflicting workloads at peak times without it affecting performance
- Experience of managing demanding expectations and handling difficult conversations
- Ability to remain calm under pressure and find solutions to problems
- Ability to manage sensitive and critical customer information
- Knowledge of the veterinary industry would be an advantage
- Enjoys working in a close team environment

Successful applicants will be required to disclose any unspent criminal convictions to the Company. A DBS check will be carried out in compliance with Home Office guidelines. Applicants should be aware that with in line with our Drugs and Alcohol policy random tests are carried out.

NVSL is committed to equality of opportunity and this underpins our employment and recruitment procedures. We use objective, job-related criteria when making appointment decisions and our selection criteria is based on skills, experience, qualifications and an ability to do the job.

Due to the large number of applications we receive, we regret that we will not contact candidates that have not been selected for interview. If you have not heard from us within 2 weeks, you should assume that you have not been successful on this occasion. By continuing with your application for employment you are confirming you agree with our [Privacy Notice](#).