



Annexe 6 – Tableau comparatif – Job adverts  
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TABLEAU COMPARATIF

	Advert 1 	Advert 2 
About the company	Luxury online retailer Location: South East London	Oxford Cambridge and RSA Examinations Leading UK exam board Location: Coventry Provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes.
About the job / the position  Responsibilities	Outbound orders and customer returns  Ensure exemplary levels of customer service are displayed at all times  Take responsibility to improve product knowledge and advise customers on purchases  Take every opportunity to up-sell and accessorize outfits  Increase sales by being aware of current trends, styles and availability of products on the company websites	Provide friendly and professional support to customers; although you will largely be answering incoming calls, you will also be required to handle written correspondence (emails and letters) • Help and advise on anything from teaching an OCR qualification through to exam queries • Analyse issues quickly to provide accurate and effective solutions.

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	<p>Liaise with other departments as necessary to meet customer demands</p> <p>Anticipate, identify and resolve problems that could delay the release or movement of shipments Utilize internal email management software to ensure correct categorization of customer queries and complaints Report to the Premier Team Leader in the event of any customer query or complaint concerning the Premier Service Manage workload effectively</p>	
Job type	Temporary / seasonal	<ul style="list-style-type: none"> <li>- 1 Fixed Term, 12 Months</li> <li>- 1 Permanent, Full-time</li> </ul>
Skills	<p>Must have an office based customer service background in fashion retail.</p> <p>Excellent communicator</p> <p>Manage workload effectively</p>	<p>Deliver the best possible service within a busy contact centre environment</p> <p>Analyse issues quickly, accurately and effectively. Good working knowledge of Microsoft Outlook is essential and an understanding of Word and Excel would be advantageous.</p>

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Phone skills	Strive to exceed target set for telephony quality and sales	Proven communication skills together with an excellent telephone manner
Digital skills	Utilize internal email management software to ensure correct categorization of customer queries and complaints.	Good working knowledge of Microsoft Outlook is essential and an understanding of Word and Excel would be advantageous
Salary	Salary: £10.92-12.07ph	Competitive salary and benefits. Salary: £18,000 - £20,200
Benefits	<b>NO INFORMATION</b>	<ul style="list-style-type: none"> <li>- Generous contributory pension</li> <li>- 28 days annual leave, plus bank holidays</li> <li>- Annual performance related bonus and increases (discretionary)</li> <li>- Enhanced maternity/paternity pay and childcare voucher scheme</li> <li>- Employee discount and cash back scheme at 1,200 retailers</li> <li>- Cycle scheme</li> <li>- Subsidised canteens</li> <li>- Support for professional qualifications</li> </ul>
Availability	Working shifts and working some weekends. Immediately available	<b>NO INFORMATION</b>

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Experience required	Must have an office based customer service background in fashion retail.	Strong experience in the customer service industry.
Quality assurance (KPI : Key performance indicator)	Understand individual and team KPI and strive to exceed target set for telephony quality and sales	You will be required to perform to set key performance indicators (KPI)
Team work / Training		The successful candidates will be able to expect plenty of support from their colleagues and all the training they need to succeed.