

## Position

Customer Services Assistant at Flint Hire and Supply

## Rate of Pay

A starting rate of £11.50 per hour is offered

## Period of Contract/Hours

This is a permanent position reliant on completing a three-month trial period.

The call centre operates between 8:30 and 5.30pm Monday to Friday.

The Customer Services Assistant will be required to work within these hours on a rota basis. The basic working week will be 35 to 40 hours.

Overtime is paid at time and a half once forty hours have been worked

## Location

SE8 Deptford

## Overall Purpose

The role's main purpose is to serve customers over the telephone, email and internet. In particular they will need to assist customers with problems as necessary and, working as part of the sales & customer services team, ensure that incoming telephone calls are answered promptly and dealt with efficiently.

### Key Duties

- To ensure orders for customers are raised promptly and accurately.
- To respond to emailed orders and enquiries as necessary
- To ensure complaints and issues raised by customers are quickly resolved.
- To liaise with couriers regarding customers' orders.
- To receive and deal with incoming calls to the company.



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## Person Specification

The successful candidate will have demonstrable experience and interest in the theatre industry in general while those with a background in the technical side would be particularly desirable. Experience in retail or call centre environments will also be an advantage. This is a telephone-based role so candidates should be confident in dealing with a wide range of people from diverse backgrounds. Needless to say, we would expect excellent customer service skills.

The department can get very busy so the ability to work effectively when under pressure is essential.

## Apply To

Please apply in writing to [talia.scholar@flints.co.uk](mailto:talia.scholar@flints.co.uk) with a covering letter and curriculum vitae.

## Company Profile

Established in 1981 Flints are a major supplier of theatrical goods in the UK. Our buying power allows us to pass on excellent value to our customers and our unrivalled experience ensures that the products we stock are perfectly suited to the industry. In recent years we have expanded our client base to include shop display, museums, the film, television, and marine industries.



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