

Flint Hire & Supply

Provisional Job Description

Customer Services Assistant

Reporting Relationships

The Customer Services Assistant will be responsible to Dave Clarke, Customer Services Director; and ultimately to Ben Lyle, Managing Director.

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.

Other Duties

- To advise clients on technical matters.
- To prepare quotes and pro-forma for customers.
- To contact clients to keep them in touch with any problems regarding their orders.
- To assist with other customer services duties as required.
- To inform management of any health & safety problems
- To suggest any improvements or ideas that would be of benefit to the company
- To act in the best interest of the company at all times

Period of Contract

This contract is for a full-time permanent position.

Notice Period

After the probationary period the employee must give four weeks' notice.

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Location

The position is based at the company's main offices in Deptford.

Salary

A rate of £10.70 per hour is offered.

Holiday

The company will pay four weeks holiday per calendar year, on a pro-rata basis in the first year. An extra day's holiday is allowed per year thereafter up to a maximum of five additional days.

Sickness

The company will pay statutory sick pay in the first twelve month's of employment and then a maximum of ten days full sick pay in any twelve month period.

Benefits

A bonus will be paid for each month when the month's turnover target is met. This bonus will be paid at the end of the month. If the company meets the profit target across the financial year then a further bonus will be paid. The company has an auto enrolment workplace pension scheme.

Working Hours

The call centre operates between 9am and 5.30pm Monday to Friday, and between 9am and 2pm on Saturday. 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.

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Person Specification

The successful candidate will have demonstrable experience and interest in the arts generally and in technical theatre in particular. Experience in retail or call centre environments will 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.

We are looking for people who are methodical, diligent and reliable. The department can get very busy so the ability to work effectively when under pressure is essential.

Company Profile

Established in 1981 to provide the theatre industry with a single source for specialist theatre hardware and paints, Flints cater for Stage Managers, Production Managers, Workshop Managers, Scenic Artists, Engineers, Carpenters, Painters and Propmakers.

Flints are the 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. In 2009 Flints achieved ISO9001 registration reinforcing our commitment to quality and to a process of continual improvement in our business practices.

In 2012 Flints moved into our current distribution warehouse in Deptford. This has allowed us to continue to expand our operations in the UK and overseas.

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