

Flint Hire & Supply

Standard Provisional Job Description

Customer Services Assistant

Reporting Relationships

The Customer Services Assistant will be responsible to Dave Clarke, Customer Service Manager, and ultimately to Alasdair Flint, Managing Director.

Overall Purpose

The role's main purpose is to serve customers over the telephone, and by fax, e mail and internet. In particular they will need to advise customers where necessary and, working as part of the customer services team, ensuring that incoming telephone calls are answered promptly and dealt with efficiently.

Key Duties

- To receive incoming calls to the department and take appropriate action to efficiently deal with the identified requirement.
- To ensure orders for customers are raised promptly and accurately.
- To ensure issues raised by customers regarding their orders are quickly resolved by liaising with couriers, colleagues, customers and management.
- To respond to emailed orders and enquiries as necessary.
- To telephone clients to keep them in touch with any problems regarding their orders
- Advise clients on technical matters, taking on specific areas of expertise
- To prepare quotes and pro-forma for customers as appropriate

Other Duties

- 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 would be a full time position.

Trial Period

There is a 3 month trial period for this role. During this time no advanced notice of termination is required for either side.

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Location

The position will be based at the company's main warehouse in Walworth in south- east London.

Salary & Benefits

A starting rate of £8.50 to £9.50 per hour is offered depending on experience. The company will pay four weeks holiday per calendar year, on a pro-rata basis in the first year. If full-time an extra day's holiday is allowed per year thereafter up to a maximum of five additional days. 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. The company has a Stakeholders Pension Scheme.

Working Hours

The call centre operates between 9am and 6pm 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