

## Position

Customer Services Assistant at Flint Hire and Supply

## Rate of Pay

A starting rate of £15.32 per hour is offered.

## Period of Contract/Hours

This is a fixed-term, part-time contract ending on 11 December 2026 and is subject to a three-month probationary period from the start date.

The standard working week is 22.5 hours, 10am – 2:30pm, Monday to Friday.

Overtime may be available. An overtime rate of time and a half applies once more than 40 hours have been worked in a week.

## Employee Benefits

Holiday: Starting with 28 days' annual leave (pro rata) including bank holidays, with extra days added over time to reward long service.

Pension: Workplace pension and salary sacrifice pension scheme.

## Location

Flint Hire Supply Ltd, Unit 2 Newton's Court, Crossways Business Park, Dartford, DA2 6QL

## 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.

## Person Specification

The successful candidate will have demonstrable experience and interest in the theatre, live and recorded entertainment 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 must be able to communicate effectively with customers over the phone and deliver a high standard of customer service.

The department can get very busy so the ability to work effectively when under pressure is essential. Applicants must have the right to work in the UK.

## Apply To

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



FS 539611

Registered Address: St James's House, 8 Overcliffe, Gravesend, Kent, DA11 0HJ.

Registered in England. Registration No: 1575595



Closing date: 12pm, Monday 30th March 2026.

We will be looking to hold interviews on either Wednesday 8th or Thursday 9th April and for the successful candidate to start on or around 18<sup>th</sup> May 2026.

Please let us know if you require any reasonable adjustments during the recruitment process. Interviews are typically conducted via Zoom; however, if you are unable to attend remotely and need an in-person interview, please inform us.

## 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.

Flints is an equal opportunities employer and welcomes applications from all backgrounds.



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