



JOB DESCRIPTION

Customer Care Assistant

- Reporting to:** Customer Care Manager
- Hours of Work:** The basic contract will be for 37½ hours (8.30 - 17.00 Monday to Friday with a one-hour lunch break). However, your hours would be best described as those necessary to fulfil the duties and responsibilities that the job demands.
- Place of Work:** This position is based at our Brandon office but may involve travel from time to time and could involve occasional overnight stays.
- Main Purpose of Job:** Working as part of a small team our Customer Care Administrators are responsible for ensuring that customer after-sales and warranty requests are dealt with in a professional and timely manner.

Key Tasks

- Be the first point of contact for customer after-sales enquiries and complaints via email and telephone
- Liaise with customers to clearly identify and define the scope of the work required
- Accurately record the incoming job requests from customers and organise job sheets for the After Sales Engineers
- Raise materials lists and liaise with the factory/stores to ensure that materials are collated ready for the engineers to collect
- Liaise with the purchasing department to chase outstanding materials
- Monitor progress and ensure customers are kept well informed of expected timelines for their work to be completed
- Confirm all engineer appointments via phone and e-mail
- General administrative duties including taking messages and filing

Knowledge and Skills

- Excellent customer service skills - experience dealing with customer complaints would be an advantage
- Excellent telephone manner and ability to write clear, simple emails
- Excellent attention to detail
- Ability to remain calm under pressure – this is a fast-paced, high-volume, environment
- Excellent organisation skills
- Must have experience working within a small team
- Good standard of experience with Microsoft Word/Excel
- CRM experience would be an advantage