

## **Job Description**

Do you excel in customer service and enjoy building customer relationships? Are you a natural people person and a good problem solver who works well as part of a team?

If so this could be the role for you

Evesham Trade Supercentre, GM Roofing and ETC Windows have been trading in Evesham for over 15 years and due to continued success, we are able to offer an exciting new opportunity within our Customer Care Team.

Salary is negotiable and dependant upon experience

About the Role:

Reporting to the Operations Manager, our Customer Care Advisors are the first point of contact between the company and our customers, therefore strong communication skills are essential.

You will arrange initial survey appointments for the customer, assist with ongoing installation enquiries and historical installation questions.

You will help our existing customers with any issues service calls, arranging appointment's for our surveyor to assess these.

You will need to be friendly and enthusiastic, demonstrating strong customer service and communication skills. You will be great working as part of a busy team, well organised and able to work well under pressure.

Key Responsibilities:

- To provide an excellent customer care service to new and existing customers
- To be the first point of contact for the customer, company enquiries and suppliers
- Dealing with inbound and outbound calls, building relationships with our customers
- To answer customer emails in a professional and timely manner
- To complete a wide range of administrative duties
- Update company systems, spread sheets, diaries. Data entry and filing
- Using excellent empathy skills to help customers as much as you can
- To act as the first point of contact for service issues, including complaints, repair requests and booking of surveys

About you:

- A natural people person with a helpful, friendly and positive approach
- Enjoy being part of a busy team and work well under pressure
- Proven customer service experience
- Excellent spoken and written English
- Great communication skills
- Good IT skills and familiar with using a CRM system

Company benefits:

Salary is negotiable and dependant upon experience

Company bonus scheme

Company pension scheme

28 days holiday entitlement, plus an additional day off on your birthday

If you feel that you have the right attributes for the role and would enjoy working within a friendly, customer focused team, we would love to hear from you. In return we offer the opportunity to develop your career with a successful and expanding business.

In the first instance, please email your CV to us.

Job Types: Full-time, Permanent

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Benefits:

Company pension

Free parking

On-site parking

Schedule:

8 hour shift

Holidays

Monday to Friday

Supplemental pay types:

Performance bonus