

Job Description

Position:	Customer Service Apprentice
Name:	
Department:	Sales Office
Reporting to:	Customer Services Manager
Job Function	
<p>To work as part of a busy and vibrant sales team to deliver an excellent level of customer service to our client base, training to be provided both within the business and through the apprenticeship scheme in college.</p> <p>Possible career paths dependant on aptitude and on completion of apprenticeship and additional training include: Retail Sales Co-ordinator, Commercial Sales Co-ordinator, Customer Care Advisor</p>	
Main Duties	
<p>After training has been provided both in systems and Customer Service the role requires the following:</p> <ul style="list-style-type: none"> • Providing a first class service to all customers at all times • Process sales orders in a timely manner and ensure any related queries are followed up immediately to ensure delivery timescales/deadlines are met • Ensure all delivery enquiries are dealt with in a timely manner • Take ownership of customer enquiries and complaints, responding to them in a timely manner and proactively following them through to a satisfactory resolution • Keep up to date with the latest products and promotions so you can explain them to customers who may be interested • Communicate and co-ordinate with other departments within the business to ensure that our customers receive the best experience possible • Ensure all communication/interaction with customers is accurately recorded within the relevant IT systems • Any other reasonable duties which may be required by management from time to time 	
Person Specification	
<ul style="list-style-type: none"> • Passionate about delivering excellent customer service • Keen to excel in communicating with customers via phone and email • Able to work on own initiative after training as well as being a key team player • Attention to detail and accuracy • Ability to develop skills to work well under pressure in a very fast paced environment • Willingness to learn time management skills to then organise and prioritise your own workload 	

