

JOB SPECIFICATION

JOB TITLE:	CUSTOMER CARE OFFICER
REWARD:	Permanent: £15,000 - £25,000 Temporary: Competitive rates and overtime available
HOURS:	Basic 40hour week (8.00am – 4.30pm or 8.30am – 5.00pm) Monday to Friday
TERMS:	Permanent: 25 days holiday pa (plus statutory bank holidays) Temporary: contracts available May - September

PERSON SPECIFICATION:

- At least GCSE level Maths & English calibre
- Excellent Microsoft Excel & Outlook skills
- High level of data input accuracy
- Customer service / support experience preferred
- Excellent telephone manner
- Excellent problem solving abilities
- Good communication & inter-personal skills
- Able to work under pressures and to deadlines
- Attention to detail
- Organised
- Able to sustain high levels of concentration in a high volume environment
- Team player
- Flexibility
- Professional, accountable & caring

JOB DESCRIPTION

Job Title:

Customer Care Officer

Job Summary:

Providing telephone and administration support, to achieve excellent customer satisfaction to the required business objectives in a proactive manner.

Job Content:

Most Frequent Duties In Order Of Importance

- To answer all calls in a professional manner to specified targets.
- To process all customer purchase orders received within agreed target times.
- To proactively update customers on sales orders placed.
- Adopting at scheduled intervals the role of receptionist:
 - Greeting and dealing with all visitors on site
 - Handling incoming calls
 - Daily Postage and courier duties
 - General admin tasks in support of customer care
- To record and manage to a successful conclusion all customer complaints
- To build and maintain strong inter-team and inter-departmental relationships, specifically with sales and planning departments.

Occasional Duties In Order of Importance

- To process all related admin tasks e.g. back order report, accurately and within agreed timescales.
- To continually identify opportunities to enhance the customer experience
- Attend to all tasks commensurate with the role
- Any additional duties that reflect the business needs

Responsible to: Commercial Director