

ROLE SPECIFICATION

Position:	Customer Service & Commercial Apprentice (“CSCA”)
Department:	Customer Service Department
Location:	Wirral, UK
Terms:	Full-time, Permanent (Monday to Friday 8:30 am – 5:30 pm with a half hour (unpaid) lunchbreak
Responsible To:	Customer Service Manager at Lexicraft Limited
Salary:	£10,983 per annum

Our Client

Our client is a leading manufacturer of a wide range of bespoke, high quality identification products for commercial and industrial applications including domed labels, overlays, engraved laminates and aluminium anodising. The Company has over 25 years’ experience and a range of manufacturing capabilities including screen and digital covering the many processes and techniques required.

The Customer Service Department

The principal function of The Customer Service Department is the first point of call for our customers and therefore, act as a professional representative for the company. The Company’s philosophy is that all departments are driven by the both the Customer Service & Commercial Department needs and therefore other areas of the company are service providers to these departments.

The Role

We are now looking to recruit a Customer Service & Commercial Apprentice (“CSCA”) to join our team. The successful candidate will be trained to become the professional representative of the Company and will offer a consistent provision of exceptional Customer Service and therefore, a professional and polished approach is crucial.

The role will be train and become responsible for delivering an excellent service to all customers, providing customer information, handling transactions and managing customer orders and gaining knowledge of the Commercial Department by interacting with the rest of organisation.

Principle Responsibilities

- Assist with on-line customer orders in a timely manner by ensuring customers receive relevant order acknowledgments and the order is scheduled into production in time to meet the agreed delivery date.

- Effectively handling and being accountable for all types of order entry.
- Seek order progress information from other departments through positive communication and collaboration.
- Provide a friendly, responsive & professional service to all customers, presenting a positive impression of the business and products.
- Respond to customer enquiries through providing information about the company's full range of products and services.
- Ensure that every customer sales enquiry is dealt with in a timely manner.
- Ensuring a prompt and considered response to any complaint in consultation where appropriate with colleagues and ensure that the situation is resolved over and above the expectations of the customer.
- Open customer accounts by accurately recording all relevant information.
- Assist with managing and protecting customer information, including sensitive financial information, in accordance with relevant legislation.
- Ensure that incoming telephone calls are answered in a professional and timely manner and transferred, where appropriate, to the relevant department.
- Ensuring an efficient and organised system and workspace.
- Fully supportive of and active in business improvement projects.
- Taking occasional responsibility for the induction and development of new members of staff.
- Meeting the training and development requirements of the job role.
- Flexibility to support other areas of the business as and when needed.
- Assisting sales personal with appointment
- Assisting commercial department to speak to potential customers.
- Developing positive working relationships with customers
- Following up on quotes/samples sent out.
- Assisting sales personnel on planning appointments/routes
- Good team played.
- General day to day admin skills

Required Behavioural and Technical Competencies

- Effectively making a difference to the customer, delivering high levels of service with minimal supervision.
- The ability to work as part of a team and under pressure in busy times.
- Good literacy, numeracy and verbal communication skills and IT literate.
- A positive individual with a 'can do', results driven approach and attitude.
- Keen to develop and learn new skills.
- An effective and confident communicator who listens and can express themselves clearly.
- Committed, reliable, responsible, and honest with high integrity.
- Welcomes change, is flexible and can adapt and deal with various demands.

Experience

- Building excellent customer relationships, handling queries, effective complaint handling and order entry.
- Managing multiple priorities and coping when under pressure.
- Accurate and effective use of a Customer Relationship Management System i.e., EFACS.
- Excellent teamwork and cooperation skills.

Required Skills

- A keen interest in both customer service & commercial to support an existing Customer Service & Commercial Department would be beneficial.

Desirable Skills

- Knowledge and/or interest in the Print Industry.
- Knowledge and/or interest in customer care.

Qualifications

- Strong GCSE results with 'C' or above in Math and English.
- Suitable qualification in Customer Service.
- Experienced knowledge of Microsoft Office Suites (Outlook, Word, Excel, PowerPoint).

General Information

- The successful applicant will be enrolled onto a Level 2 Customer Service Practitioner Apprenticeship and the length of this programme will be 15 – 18 months.
- In addition to the duties and responsibilities listed, other duties may be assigned by the Line Manager.
- This document is a guide to the role. It may be changed from time to time to meet changing circumstances. It does not form part of any Contract of Employment.

Fair and Equal Recruitment

All recruitment is carried out in line with our Equal Opportunities Policy. The company is opposed to all forms of direct and indirect discrimination and will select for employment, training and promotion on the basis of suitability for the job and/ or merit. Only applicants who are legally entitled to work in the UK and are currently resident in the UK are invited to apply. If you have not received a reply within three weeks, please assume that your application will not be taken any further. Thank you for your interest in our company.

Updated: 01.06.23
Document Name: LXC Customer Service & Commercial Apprentice Job Specification. v2 01.06.23
Author: RTA HR & Quality Mgr