



H+K INTERNATIONAL

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Bilingual Customer Services Administrator</b>
<b>LOCATION:</b>	<b>Rugby</b>
<b>DEPARTMENT:</b>	<b>Resupply</b>
<b>REPORTS TO:</b>	<b>Resupply Team Leaders</b>
<b>GRADE:</b>	
<b>DATE:</b>	<b>September 2021</b>

<b>JOB PURPOSE:</b>	Reporting to Resupply Team Leaders, the broad outline of the role will be to provide a high standard of customer support, predominantly focussed on: <ul style="list-style-type: none"><li>• Answering incoming telephone calls</li><li>• Placing customer orders</li><li>• Answering customer online chats</li><li>• Answering customer emails</li></ul>
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<b>BUDGET: 22.000</b>		
<b>EMPLOYEES:</b>	<b>No of Direct reports:</b>	<b>0</b>
	<b>No. in total team (departmental)</b>	15

<b>PRINCIPAL ACCOUNTABILITIES:</b>	
1	Customer Services related duties working to departmental and business KPI's
2	Answering incoming calls
3	Processing customer orders on the ERP system, and taking customer payments where applicable.
4	Providing online support to customers via the online chat system
6	Ensure information processed is of the highest standard and accuracy
7	Providing customer quotations & answering all customer queries in a timely manner.
8	General administrative duties when required.
9	Handling customer warranty queries.

**NATURE AND SCOPE:**

Reporting to Resupply Team Leaders, the broad outline of the role will be to provide a high standard of customer support, predominantly focused on customer lead requests and queries via the telephone, online or email.

The candidate must be customer centric, flexible, and have customer service experience. The role is customer orientated and requires excellent problem solving skills.

The role is mostly a reactive role however there will be some degree of proactivity required such as escalating out of stock items, promoting our online offering, building rapport with the customer. The candidate must be confident in these areas and driven to succeed as well as a good team player.

Working hours: 37 hours a week between 08:00-19:00 working on a rotating shift pattern.

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Education / Qualifications (Academic, Professional and Vocational)	European language, can be any of the listed: Dutch, Spanish, Portuguese, French, Italian	Relevant degree or vocational training pertinent to the role.  Educated to at A level standard (or equivalent) with good quality of grades.
Experience	Strong customer services experience within a fast-paced environment. Must have good attention to detail and process driven.	NVQ in Customer Services level 2 or above
Technical Knowledge	Excellent computer skills including fully proficient in Microsoft Office.	
Skills and Behaviors	Able to multitask and prioritise workload effectively to meet deadlines and internal KPI's.	Confident and with the ability to build rapport quickly and easily with customers and internal stakeholders.
General	The successful candidate will need to work well in a team environment, whilst being self-starting and motivated to achieve high levels of performance and reliability	