

Designer **Contracts**

Vacancy – Customer Service Co-ordinator

With 250 staff and an annual turnover of over £30 million across 15 regional centres, we are the UKs largest flooring contractor. This is a fantastic opportunity to join our team.

Due to our significant and continued expansion we are looking for the following position at our Regional office in Falkirk:

- **£17,500 per annum, plus bonus**
- **Permanent, full time**

Job Objective

To provide an efficient, effective administration service to ensure the smooth operation of customer service delivery.

The Role

- Responsible for the resolution of customer care issues
- Resolve complex customer care issues to prevent their escalation to Customer Service Manager
- To be the first point of call for Customer Care based queries
- Logging all Customer Care queries
- Arrange inspections as and when required
- Provide basic knowledge/advice to customers on products and services
- Send accurate quotes to Customer Care departments, buyers, Suveyors
- Source old/discontinued stock, non-builder specification stock for customers
- Understand/interpret inspection reports and relay findings to customers
- Analyse information from customers and interpret as to whether issues need an inspection/fitter/quote
- Knowledge of site geography in order to book in multiple Customer Care jobs
- Organise waste disposal as and when required

The Person

- The successful applicant will have a proven background within an administration role together with the ability to handle a heavy workload effectively, prioritise and multi task and maintain the highest levels of accuracy.
- Strong team player
- You should have at least 5 GCSEs Grade C or above, including Maths & English or equivalent.
- You will be articulate, possess excellent IT and communication skills and work well under pressure.

Benefits include, 32 days holiday, including 8 bank holidays, contributory pension scheme, healthcare, life cover and staff discount.

If you have the relevant experience and drive to make a real difference and grow our business, send us your CV as well as details of your current salary and package.