

## Job Description

<b>Role Title</b> <b>Customer Service Intern</b>	<b>Location</b> The Green House, 5 Queensbridge, Northampton
<b>Direct Manager</b> Gemma Lovatt, Customer Service & Roll out Team Leader	

<b>Primary purpose of the role</b> <i>(What is the value added by this role, the overall aim, the reason that this role is required)</i>  Reporting to the Customer Service and Roll Out Team Leader working in the call centre within the customer service team. Providing excellent customer service levels to a wide range of customers at both a local and national level. Liaising with suppliers to ensure that a continuous service is provided. Creation and maintenance of customer records using a bespoke Customer Relationship Management system; daily liaison with all other employees of the company to ensure the smooth flow of information and provision of high customer service levels. Creation and update of spreadsheets using Microsoft Excel.
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<b>Key Accountabilities</b> <i>(What are the main responsibilities of the role, against which performance is measured)</i>  <ol style="list-style-type: none"><li>1. To provide high levels of customer service at all time to clients.</li><li>2. Deal with incoming telephone enquiries and orders.</li><li>3. Liaise with suppliers by telephone and email, ordering products and services.</li><li>4. Accurate upkeep of electronic records using bespoke CRM system Microsoft packages.</li><li>5. Organising a wide variety of services involving the collection of waste.</li><li>6. Completing internal forms to ensure we accurately invoice customers.</li><li>7. Provide detailed information to the Customer Service &amp; Roll out Team Leader as and when required.</li><li>8. Daily liaison with other members of the team to provide information and ensure that customers receive excellent customer service and suppliers provide consistent services.</li><li>9. Assisting in the procurement of services from suppliers.</li><li>10. To undertake tasks and projects as agreed that are within jobholders experience, skills and capabilities.</li></ol>
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<b>Resources</b> <i>(What resources will the role holder have at their disposal, e.g. size of budget, number of staff reporting, include the</i>
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<i>geographical spread of these resources)</i>		
Business Turnover £4m Direct Reports: 0		
<b>Key Relationships</b> <i>(Categories of External and Internal Contacts)</i>	<b>Focus</b> <i>(Nature of interaction)</i>	
<u>External</u> Customers, Suppliers Government Agencies & Local Authorities	Excellent customer service  Responsibility for accurate record keeping	
<u>Internal</u> All staff employed by The Green House T/A IWMS Ltd	To achieve business goals.	
<b>Performance Indicators</b> <i>(What criteria will be used to assess performance)</i>		
<ul style="list-style-type: none"> <li>• Meeting KPi targets in accordance with business requirements.</li> <li>• Accurate record keeping.</li> <li>• Successful liaison with both customers and suppliers.</li> </ul>		
<b>Capability Profile</b> <i>(What capabilities will be required to perform the role)</i>		
<b>Qualifications</b>	<b>Essential (tick)</b>	<b>Desirable (tick)</b>
It is desirable that the jobholder is either in possession of a current driving licence.		X
A qualification in Mathematics and English to O Level or GCSE standard.		X
<b>Skills</b>		
Experience of working in a busy customer service		X
Excellent communication skills	X	
Dealing with internal and external supplier relationships		X
Ability to work alone and in a team	X	
Able to plan and prioritise as required	X	
Experience of creation and maintenance of both paper & electronic filing systems		X
IT Literate	X	
<b>Experience</b> <i>(indicate depth &amp; breadth)</i>		
To have experience of successful liaisons with both customers and suppliers		X
Evidence of achievement within a commercial environment		X
Results orientated performance		X
Languages: Mother tongue: Fluent English		



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**Any other requirements**

- Ability to work within a team of people and alone.

<b>Mobility requirements</b>		
Job location ( <i>include reference to any flexibility</i> )	National travel ( <i>% time away from job location</i> )	International travel ( <i>% time away from job location</i> )
Northampton	0%	None envisaged

**Additional Comments**

- Prepared to work additional hours if required

<b>Approval</b>				
	Name	Company	Signature	Date