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|  ROLE PROFILE |
| Job title | Customer Services Assistant | Date |  |
| Business | Food for Now |
| Department | Customer Services |
| Location | Radar Road |
| ROLE SUMMARY  |
| To act as the first line of support to the Customer Service Team in Fresh Food for Now.Administration and call handling to help set up new accounts and resolve queries, linking in with Commercial colleagues to manage the customer base and fulfil the tasks. |
| REPORTING STRUCTURE |
| Reports to | Saleema Parkar |
| Deputy | None |
| Direct & indirect reports | None |
| Key internal stakeholders | All Commercial colleagues, some Operational colleagues |
| Key external stakeholders | All customers of Fresh Food for Now (FFFN) |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| Call Handling – Assist to take calls in busy periods and take down clear and concise messages. Complaint handling & delivery enquiries* Manual order processing (through online portal) - Take orders over the phone / email if required and manual entry to online portal for these customers, as required.
* Credit Process –
* Assist with logging all credit requests from customers / Commercial
* Validate with relevant parties to confirm valid claims
* Ensure support tickets are raised for credits
* Confirm details of credit note back to customer
* New account queries, via email – logging onto the relevant systems / spreadsheets for the Commercial Team
* New account courtesy Calls - Follow up on new accounts started with a courtesy call.
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| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
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| Qualifications | N/A |
| Experience | Customer care and call handling |
| Skills/ Knowledge | Working knowledge of using Microsoft applications |

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| PERSONAL ATTRIBUTES & BEHAVIOURS |
| Flexible working approachCalm under pressureOrganisedDedicated Self-starter |
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| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |
| **Competency** | **Descriptors** |
| Values People | Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times. |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism. |
| Flexibility & Adaptability | The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs. |
| Self-Management | Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals. |