

## **JOB DESCRIPTION – Customer Service Representative**

**Job Title:** Customer Services Representative

**Location:** Source Park, Hastings, UK, TN34 2JL

**Pay range:** Competitive hourly rate depending on age and experience (£20-21k per annum).

**Working hours:** Full Time 40 hours per week on shift patterns starting from 07:00 to 20:00 hrs working 8 hours per shift. Applicants will be required to work 1 or 2 Saturdays in 4 (09.00-17.30) in lieu of a weekday.

**Overall Objective:** To offer an excellent and efficient response to customer enquiries.

### **Role Overview**

You will be an important part of a small successful team focusing on being the best and most famous BMX retailer in the World.

This is a role that would suit someone who is highly organised and efficient, who enjoys assisting customers and has excellent communication and time management skills.

You must be excellent at multi-tasking and making dozens of small and quick decisions on a daily basis whilst also being able to concentrate for periods of time. You must have basic computer skills and a good grasp of English. Knowledge of BMX and BMX parts is an advantageous but not essential – we have lots of technical knowledge within our team already. On the job training will be provided.

You will work as part of a small team reacting to the volume of email, live chat and phone enquiries and success will be judged on the number of customers your respond to each day as well as customer feedback scores.

### **Principal Areas of Responsibility**

<b>ACTIVITY</b>	<b>FREQUENCY</b>	<b>SKILLS REQUIRED</b>
<b>Customer Service (100% of the time)</b>		
Answer Customer Sales Enquiries via Live Chat, Email and telephone.	Daily	Great communication and conversational skills. Confident telephone manner, good grasp of English, Basic computer skills and reasonable typing speed. The ability to demonstrate empathy, problem solving and basic sales skills as well as learning up to date product knowledge over time.

Proactively and Reactively answer customers who have already ordered from us.	Daily	An ability to find solutions to issues quickly and effectively, excellent communication skills. Must be able to effectively communicate with colleagues within the business to solve issues.
Balance daily workload in order to offer a great service to customers as possible; prioritising your time to maximise efficiency.	Daily	Communication and problem solving skills. An ability to multi task and quickly identify priorities whilst working under pressure.

### **Expectations, Performance and Development**

We will agree a set of performance indicators or objectives, which will form the basis of regular reviews. Key Performance indicators include :

1. Speed of responses to various enquiries
2. Customer Satisfaction scores

We will have a monthly catch up session to review performance and we will have a personal development review session every 6 months.

### **What We Require From You**

1. You have a strong willingness and optimistic attitude to grow with this role.
2. You arrive on time for work every day; at least 10 minutes before you're due to start.
3. You are highly positive in your thoughts, words, actions and appearance.
4. You are extremely organised and efficient and deliver even when under pressure.
5. You always speak to customers and about customers politely and understand that creating customer loyalty is the most important thing in our business
6. You strive to offer the best customer service in our industry by going the extra mile.
7. You will fully live the vision, mission and values of the Company.
8. You enjoy working independently and sometimes alone without constant supervision, while staying self-motivated and aware of your tasks.
9. When working as part of a team you value the input of others and take responsibility for the part you have to play.
10. You have a "consider it done" attitude and hate making excuses when things are not done; you must see life as managing conflicting priorities and be good at it.
11. You learn from your mistakes, continually acquire new skills and ways of improving what you do.
12. You are proficient at using computers and Internet programs.
13. You have a great team ethic and enjoy showing loyalty and support to each team member.
14. You look for new ways to improve our business and processes and suggest them to management where you will always be listened to
15. You will work your fair share of bank holidays when required (with a day in lieu).
16. You have good written English when replying to customer emails and live chat.

### **What you can Expect from the Role**

1. You will be part of the World's biggest and Hastings, East Sussex
2. You will have access to support and training where you will get as much assistance as you require.
3. You will be invited to occasional prestigious contests and social events throughout the year.
4. You will be able to purchase products at a steep discount and have free use of the Source skatepark on Hastings Seafront.

### **How to Apply:**

Please email your CV and a covering letter saying why you would like the job to Matt via [mattbrown@sourcebmx.com](mailto:mattbrown@sourcebmx.com)

The deadline for applications is Wednesday April 10<sup>th</sup>