



# Global Phones

Business Communication Specialists

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## Global Phones Limited Job Description

<b>Job Title:</b>	Customer Service Executive
<b>Based at:</b>	18 Victoria Square, Droitwich
<b>Hours of work:</b>	9 am – 5 pm Monday to Friday (4 days/day off in week) 10 am – 4 pm Saturday
<b>Purpose of role:</b>	To provide administrative and customer service support to both internal and external customers
<b>Salary:</b>	c£18k dependant on experience
<b>Holiday allowance:</b>	20 days + BH's
<b>Reporting to:</b>	Managing Director

### Key responsibilities/duties:

- To support colleagues with administrative duties to include compiling customer Purchase Orders, templates and inputting of information onto the company ACT database
- To fill out customer contracts and obtain the necessary proof documentation from the customer that is required to comply with EE regulations. To ring through to EE customer service and upgrade customers. Complete the necessary internal paperwork required with an upgrade
- To contact existing customers over the telephone notifying them that their upgrades are due and discussing the options available to them
- To be the first point of contact for customers over the telephone and walking into the business centre
- Managing customer expectations and resolving queries through providing great customer service and building a rapport with customers
- To book in stock that is delivered to the business on a daily basis
- Updating of the company ACT base to ensure that all customer account information is accurate and up to date
- To maintain the company GC compliance at all times
- Any other duties required to ensure that smooth running and success of the business

### Peron specification:

- A solid, proven background (2 years +) in a customer service/administrative role. Ideally B2B customer service experience
- Excellent IT skills to include intermediate to advanced Word and Excel
- Strong and proven organisational and time management skills
- Self-motivated and proactive
- Team player
- Helpful and approachable

**Closing date – Monday 22<sup>nd</sup> January 2018**

**Please email your CV, current salary and covering letter to [Becky@global-phones.co.uk](mailto:Becky@global-phones.co.uk)**

**All applications will be dealt with in the strictest confidence**

