

JOB DESCRIPTION

Job Title	Customer Services
Permanent/Full Time	Full Time
Reports to	Customer Services Team Leader
Job Purpose	You will be part of a small team responsible for the front line contact between Wattbike Ltd and it's B2C and B2B customers, providing excellent customer service through sales support, account co-ordination & development and ensuring the customer has an expert point of contact specific to their needs.
Accountabilities and Responsibilities	<p>Customer Service</p> <ul style="list-style-type: none"> • Ownership of short-term management of sales including new gym installations and gym staff training. • Progress daily customer orders placed, from input through to despatch. • Provide expert customer sales and service support (telephone and email). • Communication tracking and KPI's, and acting upon KPI's. • Create opportunities to deliver additional sales where appropriate. • Co-ordinate quality control and Wattbike service requests from both home and commercial sites. • Manage 3rd party courier delivery bookings and tracking. • Provide support at trade shows. <p>Account Co-ordination & Development</p> <ul style="list-style-type: none"> • Key National Office contact for Customer, Buying, Sales and Supply Chain teams. • Measure and report account performance versus KPI's where applicable. • Identify root causes were KPI targets are not achieved and implement actions to continuously improve. • Develop account specific expertise through close working relationships. • Support the sales team with ad hoc queries and reports relating to current orders. • Drive Customer Service Best Practice through training of new starts, expert account coverage and account file maintenance.
Skills, Knowledge and Experience	<ul style="list-style-type: none"> • Good standard of education. • At least 1 year of Customer Service experience. • Excellent written and verbal communication skills and the ability to effectively communicate with a number of different internal functions as well as home users, supply contacts, buyers and corporate clients. • Ability to prioritise, plan and resolve issues quickly. • Excellent IT skills. • Knowledge of the Wattbike brand. • Language: German - Desirable.
Salary	£16,000.00 to £18,000.00 /year