



After Sales Support Team - Vacancy

Reporting into the After Sales Support Manager, this role is based in Birmingham. You will be responsible for all aspects of the customer experience post sales such as customer's queries, customer's returns and assisting internal teams with anything relating to After Sales. Having direct contact with the customer, you will receive incoming calls from both internal and external sources.

Hours of work 40 per week 8-5, Based in Birmingham.

Key responsibilities will include, but not limited to

- Review the customer contact log to ensure it is up to date, responding to all queries to resolution to as per agreed timescales based on priorities.
- Review the 1040 query log to ensure it is up to date, responding to all queries to resolution to as per agreed timescales of 4 days
- Follow branch operating procedures to ensure they are carried out within company guidelines and completed as required
- Identify departmental improvement measures
- Ensure admin inbox is up to date and emails are answered promptly and within 48 hours
- Ensure returns inbox is up to date and emails are answered promptly and within agreed timescales. Utilise the escalation process where required to ensure timelines are achieved
- Monitor and progress any returns identified by stock integrity that require to be returned to the customer without credit

- Analyse delivery service log and ASST log to ensure all failures where credit is due have been captured and processed
- Completion of KPI's
- Processing NMBS queries via the portal

The ideal candidate will have -

- Strong communication skills for both internal and external stakeholders
- Creative problem solving
- Evidence of working in a high volume pressurised environment
- Attention to detail required as need to be able to understand queries quickly
- Passionate about delivering a positive customer experience at all times

If you are interested in this position please enclose a CV and cover letter to hollie.williams@primaflowfp.co.uk