

Job Description

Job Title:	Customer Service Team Member
Reports to:	Customer Service Team Leader
Location:	Uddingston
Job Purpose	
<p>To assist as required within the customer service team, to ensure all relevant tasks are completed and provide first class customer service to customers.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Reception duties including <ul style="list-style-type: none"> ○ Answer the telephone in a polite professional manner. ○ Diverting calls to the required or most suitable person. ○ Meeting and greeting visitors on site as required. ○ Supporting security for the building, ensuring sign/sign out procedures are followed. • Deal with customer queries in a timely and accurate manner, raising concerns or issues as required. • Develop and build strong customer relationships. • Liaising with internal and external personnel as required. • Input of data accurately, providing reports as appropriate. • Ensure that card payments are taken and are carried out accurately and in line with process and procedures. • Tasks associated with invoicing requirements, in line with process and procedures. • General administration duties including emailing, scanning, etc. • Support Wm Armstrong departments as needed and within remit of role. 	
Core Responsibilities (applicable to all employees)	
<ul style="list-style-type: none"> • To promote best practice in maintaining high levels of Customer Service • You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions • Report any health and safety issue including accidents to self • Follow all site rules • You must comply with all relevant legislation • Undertake such other duties that are required from time to time commensurate with this position • Promote Wm. Armstrong in line with current company values, beliefs and branding 	
Direct Reports	No
Internal and External Relationships	
<ul style="list-style-type: none"> • Customers • Visitors • Managers • Colleagues • Drivers 	

- Subcontractors

Knowledge, Skills and Experience Needed (Essential/ Desirable)

Experience

- Previous administration experience preferred
- Familiarity with transport operation's preferred

Skills

- Confident & professional telephone manner
- Effective communication skills, written and verbal
- Ability to communicate at all levels, both internally and externally
- Ability to work under pressure, in a fast paced environment
- Ability to work unsupervised, or as part of a team, and be able to use your own initiative
- Ability to multitask and prioritise tasks
- Excellent attention to detail
- Excellent numerical and analytical skills, including experience of spreadsheets and computer-based systems, including Microsoft products.

NB: Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.