

Customer Support Assistant

Hours: 40 hours a week

Contract: Fixed Term, March 2024 to January 2025, Maternity Cover.
08.00am to 17.00pm Monday to Thursday and 08.00am to 14.00pm on Friday.

Salary: £24,960.00 (£12.00 per hour)

Benefits:

- + Statutory and 25 days annual leave.
- + Your birthday is a holiday 1 day.
- + Pension scheme after qualifying period.
- + Mediacash, non-contributory, up to £995 of benefits and free Virtual Medical Consultation 24/7 for you and up to four dependent children.
- + Free Life Insurance with £50,000 death benefit.
- + Employee Referral Scheme with up to £2,000.00 Financial Reward (T&C Apply)
- + Automatic entry into Employee of the Year, 1st Place £3,000.00, 2nd Place £2,000.00, 3rd Place £1,000.00
- + Career Development Programs.

Location: Kettering, Northants, NN16 8UN

Cumberland Platforms Ltd are the UK's leading designer, manufacturer, and supplier of Vehicle Mounted Access Platforms.

Part of the Klubb Group and Distributors/Service Partners for both Isoli and Palfinger.

We have now extended our portfolio of products to include Tracked, Trailer Mounted and Self-Propelled Platforms from Almacrawler and Dinolift with whom we have exclusive distribution rights for the UK.

Key Responsibilities:

- Keeping our customers updated on the progress of any repair job being carried out.
- Monitor the customer support e mails and respond to them appropriately in a timely fashion.
- Answer incoming telephone calls, promptly, professionally, and politely, directing them to the correct person/department.
- Daily monitoring of customer portals to advise of new jobs, approvals, and information requests.

- Uploading warranty requests, populating warranty information onto excel/smart spreadsheets.
- Administering vehicle delivery and collections for the department.
- Support the company's primary administration team with a multitude of duties.
- Undertake any reasonable duties that may be required from time to time by the company, which may include providing cross function cover in any department for sickness, absence and/or holidays.

Person Skills/Specification:

- ✓ Compliant and steady with attention to detail.
- ✓ Positive & Pro-active with a calm, methodical approach to work in hand.
- ✓ Clear, concise, and effective communication at all levels, utilising a multitude of software and technology.
- ✓ Ability to work to strict deadlines with excellent time management.
- ✓ Self-motivator.
- ✓ Excellent organisational skills with the ability to prioritise.
- ✓ Punctuality, attendance, and reliability is essential.
- ✓ Team player to ensure efficiency in the workplace.
- ✓ Focussed approach in a fast paced environment.

Qualifications:

- ❖ GCSE English, Maths & IT or NVQ Level 2 Administration

Other Information:

This job description is not exhaustive and may be added to or changed from time-to-time following discussion and consultation with the post holder and line manager.