

# TCMM shutter group

## Job Specification

<b>Title of the position:</b>	Customer Experience Executive
<b>Department:</b>	Customer Experience
<b>Reports to:</b>	Customer Experience Supervisor
<b>Job type:</b>	Permanent
<b>Salary:</b>	£19,000 - £22,000k (based on experience)
<b>Hours of Work:</b>	40hrs per week Mon – Fri
<b>Location:</b>	Quayside House, Hove Harbour House, Shoreham

## About us

TCMM Shutter Group is one of the UK's largest shutter companies. Home to leading brands such as Shutterly Fabulous and California Shutters, we also have a partnership with John Lewis & Partners to supply and fit all of the shutters that are purchased by their customers across the UK.

Our business continues to grow at a very strong rate and this success is largely due to the excellent quality of our product and our first-class customer service.

All of our brands are rated as 'Great' or above on Trustpilot reflecting the dedication of our team of passionate, happy people working here.

We never underestimate the power of genuine, caring customer service and providing value for money that's second to none. We are also extremely proud to say that we're one of the first UK shutter companies to be accredited by The Guild of Master Craftsmen.

Learn more by visiting our websites at:

<https://www.tcmshuttergroup.com/>; <https://www.shutterlyfabulous.com/about-us/>  
<https://www.carterandclark.co.uk/account/login> <https://www.diyshutters.co.uk/about-us/who-we-are> or <https://www.californiashutters.co.uk/about-us/who-we-are>

## Description of role

Your role will be to book Shutterly Fabulous (SF) and John Lewis (JL) Survey & Installation appointments nationwide. You will deliver excellent customer service and follow TCMM's agreed procedures in communication and administration. Reporting directly to the Customer Experience Supervisor, you will ensure all lines of communication are kept maintained. The objective of the customer experience executive will be to book surveys in within an agreed period of time after the Sales Consultation has taken place and ensure all Surveyor / Installer days run logically.

## Main responsibilities:

- Promptly liaise with SF/JL Inside Sales teams once customer has paid their deposit to arrange their survey.
- Booking of customer installations
- Work closely with Survey/Installation teams, confirming availability and areas covered on a monthly basis
- Update all necessary order/sales spreadsheets or Workbooks database
- Liaise daily with Logistics and After Care teams regarding shipments and order arrivals
- General day to day office duties as delegated by the Experience Supervisor

# TCMM shutter group

- Prepare repair/revisit packs for SF/JL Installers and liaise with warehouse team to ensure all necessary items are present and correct for the revisit date.

This list is not exhaustive and you may be called upon to carry out other tasks and duties that may be reasonably expected within the scope of your role.

## Person Specification

### Qualifications

#### Essential

Right to work in the UK

### Previous Experience

#### Essential

At least 1 years' experience in an administrative or customer service based role.

Good working geographical knowledge of the UK

Experience of accurate data input

#### Desirable

Experience of working for a shutter sales or home improvements business

Experience of problem solving

### Knowledge

#### Essential

Knowledge of Microsoft packages to a basic/intermediate level

### Competencies

#### Essential

- Excellent communication & Interpersonal Skills
- Passion for excellent Customer Service
- Ability to work as part of a team
- Efficiency & Adaptability
- Positive, hardworking attitude
- Excellent telephone manner, prompt and helpful
- Flexible and adaptable approach
- Courteous and professional
- Checks own work for accuracy and completeness
- Deals with conflict positively
- Follows relevant procedures and pays attention to detail
- Able to prioritise workload and use own initiative

## Benefits:

- Competitive Basic Salary
- Full on the job training given
- Pension scheme with employer contribution
- 28 days Annual Leave (inclusive of Bank Holidays), which is increased for long service employees
- Health Shield Staff Benefits
- Discounted Staff Shutters Programme
- Performance based rewards
- Opportunities for career development with an ambitious and growing company
- An exciting and bustling environment with a group of passionate people.