

TCMM shutter group

Job Specification

Title of the position:	Customer Relations Executive
Department:	Fulfilment
Reports to:	Fulfilment Supervisor
Job type:	Permanent
Salary:	£22,000 - £24,000 (based on experience)
Hours of Work:	40hrs per week Mon – Fri
Location:	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: [TCMM Shutter Group](#), [Shutterly Fabulous](#), [Carter & Clark](#), [California Shutters](#), [DIY Shutters](#)

Description of role

Your role will be to manage Shutterly Fabulous (SF) and John Lewis (JL) aftersales issues. You will deliver excellent customer service and follow TCMM's agreed procedures in communication and administration. Reporting directly to the Fulfilment Supervisor, you will ensure all lines of communication are kept maintained. The objective of the customer relations specialist will be to keep the number of outstanding SF/JL repairs to a minimum and ensure excellent customer service is always given.

Main responsibilities:

- Promptly liaise with SF/JL customers following their installation and manage any issues reported back.
- Follow company guidelines & carry out the necessary investigation to establish why the issue arose, then work closely with the Fulfilment Supervisor to best decide how to resolve.
- Work closely with the warehouse operatives to schedule all necessary repair work to ensure customer issues are resolved as swiftly as possible.
- Ensure "good" customer installations are contacted with a Trustpilot or Check A Trade request
- General day to day office duties as delegated by the Fulfilment Supervisor
- 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.

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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.

Experience of accurate data input

Desirable

Experience of working for a shutter sales or home improvements business

Experience of handling customer complaints and 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.