

TCMM shutter group

Job Specification

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| Title of the position: | Customer Experience Executive |
| Department: | Customer Experience - Online & Trade Lite |
| Reports to: | Customer Experience Supervisor (O&T) |
| Job type: | Permanent |
| Salary: | From £18,000 up to £22,000 p/a subject to experience |
| Hours of Work: | 40hrs per week Mon – Frid with additional weekend shifts on a rota basis. |
| 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 and main responsibilities:

Working for our homegrown online brands, including California Shutters, you will be responsible for delivering exceptional customer service and managing a growing volume of 'DIY' shutter orders. You will work as part of a small, dedicated team reporting directly to our Customer Experience Supervisor.

- Providing world class customer service to our customers by telephone, email, social media and online instant messaging.
- Working closely with our sales and fulfilment departments to ensure that customers are dealt with efficiently and effectively at every touch point.
- Providing expert technical advice prior to order, to ensure that customers feel confident with their purchase.
- Using our bespoke order management system to check and confirm customer orders, offering suggestions and advice to maximise product satisfaction.
- Communicating with our manufacturer and customers to answer queries or finalise technical drawings.
- Importing and managing shipping and delivery data via our CRM.
- Resolving delivery, damage or design issues swiftly and effectively.

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.

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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

Administration with excellent attention to detail

Desirable

Experience within the home interiors, window coverings or online retail sector advantageous.

Experience of handling customer complaints and problem solving

Knowledge and skills

Essential

Knowledge of Microsoft packages to a basic/intermediate level

Desirable

An interest in DIY with a technical mindset

Competencies

Essential

- Passion for excellent Customer Service
- Excellent communication & Interpersonal Skills
- 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
- 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.