



Customer Service Team Leader

We're looking for someone to join the Customer Service Team and take the lead on providing our customers with a friendly and reliable service. If you pride yourself on exceptional organisational skills and you are willing to work hard in a small, friendly team then please get in touch. We offer a starting salary of £26k rising to £27k after training, a bonus scheme, and endless opportunities to learn and develop as the business grows.

Schedule

Monday to Friday, 9-5pm

What kind of person and skills are we looking for?

- Someone who is meticulously organised and cares about giving our customers an exceptional service
- We serve customers in different timezones with complex production schedules so you will need to have excellent time management skills
- A perfectionist who takes pride in what you do, working in a methodical and thorough way
- Have an interest in music and like the idea of working in the revitalised vinyl industry
- Whilst the role is non-managerial you will be required to help lead the team by prioritising tasks based on the days fluctuating workload
- Good mathematical skills with the ability to spot numerical errors
- Basic competence in use of spreadsheets

Summary of the role

- To provide our customers with an exceptional service

Specific responsibilities

After full training, to carry out all aspects of customer service relating to orders for stampers:

- Acknowledging order emails and logging new orders on the database
- Contacting customers about their orders
- Scheduling customers' jobs for production
- Liaising with the Production Team about customer orders and priorities
- Final visual inspection of stampers for diameter, weight, matrix number, ID forming, and visual defects
- Packing and shipping of stampers, accurately completing shipping documentation on courier portals
- Invoicing customers once their orders have been shipped
- Organising the daily workload of the customer service department to ensure all planned shipments to customers are completed
- Responding quickly and appropriately to any issues notified to us by customers.
- Answering the office phone and helping customers with any queries they may have
- On request, manage the purchasing of factory supplies
- Be aware of all health and safety risks in the factory, and help keep all work areas tidy, clean and safe



- Make suggestions for improving the customer service and production management process

What we offer

- A starting salary of £26k, increasing to £27k after training
- A share of a bonus scheme each year.
- A 4% contribution to a NEST pension scheme (you will also have to contribute 4%)
- 25 days annual holiday plus 8 days public holidays
- Working in a friendly team where your voice and views will be important