



# JOB SPECIFICATION

**Position: Customer Services Assistant**

## JOB ROLE PROFILE

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Business title:	BATA
Job Title:	Customer Services Assistant
Work Location:	Amotherby, Malton, YO17 6TA
Hours of work:	37.5 hours per week, 8.30am - 5:00pm (5 days per week)
Job type:	Full time, Permanent

### Job Purpose

A sales and administration role in a busy office environment. The contact and initial discussion with potential LPG users with the aim of providing high quality leads that can be visited and contracted for supply. The administration of the existing customer base with regards to managing planned and emergency maintenance and arranging timely fuel deliveries. The administration and planning of new installations to the customer's satisfaction.

### Job Tasks

- Keep accurate and up to date records of the LPG tank infrastructure.
- Liaise with transport on transport issues and ensuring that customers receive timely deliveries.
- Manage the implementation of new installations in conjunction with the Engineering department.
- Discuss the LPG offer with customers and negotiate deals.
- Open customer accounts and complete LPG site information.
- Manage tank maintenance scheduling along with customer contact and recording of actions.
- Liaise with engineering department to ensure LPG issues are resolved.
- To undertake the weekly LPG delivery schedule.
- Accurately record maintenance of customer and installation details.
- General administration duties i.e responding to emails, filing paperwork, answering phone calls and adhoc enquiries in a responsive and professional manner.
- Assist with other office duties as required.

In addition to the above, the post holder will be expected to carry out any reasonable task which falls within the scope and purpose of the post, or which the Company deems is within their capabilities.

**If you think you have the skills and experience we are looking for, we would love to hear from you!**

Due to the high number of applications if you have not heard from us within 14 days from submitting your application, please assume you have not been successful on this occasion.