

JOB DESCRIPTION

Job Title: Customer Service Assistant & Relief Warehouse Operative

Reporting to: Purchasing Manager/Customer Services Co-ordinator/Warehouse Manager

Customer Services Primary Tasks

- Answering daily emails and phone calls
- Raising returns
- Arranging collections
- Raising courier claims
- Checking off courier invoicing for payment
- Photograph and inspect courier claims
- Checking daily courier exceptions/queries
- Liaising with accounts to chase credits for machines/items returned to supplier
- Run monthly holding stock and courier claims report to ensure stock levels are correct in each location
- Booking in returned items, inspecting them, ensuring they are suitable to be returned to stock or supplier
- Liaising with suppliers/manufacturers to send defective units back for credit
- Crediting faulty/returned stock items
- Liaising with suppliers/manufacturers to deal with return requests for direct deliveries

Customer Services Other Tasks

- Raising courier claims
- Tracking orders for customers
- Chase outstanding claims with customers
- Cover Customer Services Co-ordinator when they are on holiday

Warehouse Primary Tasks

- To pick and pack orders accurately as per delivery note
- To maintain and tidy product on racking
- To top down when necessary
- To ensure correct administration procedure is followed
- To follow through and query delivery note errors
- To assist booking in and putting away deliveries
- To have ready any collections in the designated areas
- To operate fork lift truck and maintain if appropriate
- To train warehouse staff on warehouse procedures and equipment

Warehouse Other Tasks

- To keep despatch area clean and tidy
- To switch off lights, printer etc and lock stockroom at night