

Customer Services Receptionist, Pedigree Wholesale Limited

Following exceptional growth, we work through 2021 with an exciting array of projects ahead, including retail stores, e-commerce launch and growth & new distribution sites, in addition to new product development as part of an exciting 5-year vision. To support this, we are looking to strengthen our success by appointing an experienced Customer Services Receptionist into our Customer Services Team.

Overview of Role:

- Welcomes visitors by greeting, welcoming, and directing them appropriately; either by telephone or face to face
- Ability to work at pace in a growing and ever-changing environment is critical for this role
- Flexible and willing approach to change in working processes
- You will understand the company's vision, mission and values and how these translate to Customer Services and your role.

Job Description:

- As front of house, you will be the face of Pedigree Wholesale and welcome visitors to the business following the company signing in policy
- Answer calls into the business in a polite and professional manner and direct to the most appropriate person
- Maintains security by following procedures; monitoring visitor register and issuing visitor badges.
- Ensures safe and clean reception area by complying with company procedures
- Accept deliveries on behalf of the business and ensure these are forwarded to the correct recipient
- Manage outgoing post ensuring this is ready for collection within agreed timescales
- Set up new accounts on SAP ensuring all information is accurate
- Compile welcome letters and literature to create a welcome pack for all new accounts
- Be a role model for Customer Service ensuring you put the customer at the heart of everything you do
- Complete additional administrative tasks as and when required

Competency and Behaviours

- Good interpersonal skills and ability to build rapport – essential
- Confident with data entry with high attention to detail
- Confident to work independently as this role is largely working alone
- Excellent communication skills
- Great organisation skills
- Ability to manage conflicting and demanding priorities
- Positive and flexible approach and a “can do attitude” – essential

Person Specification

- Be able to work on own initiative to deliver business objectives
- Proficient in Microsoft office suite – essential
- Customer Service/Reception qualification– desirable

Role

Department: Customer Services, Gamston
Reports to: Customer Services Manager
Work Hours: 37.5 per week
Shift Pattern: 8.30am - 4.30pm Monday to Friday
Salary: £19,500 per annum

Benefits

- Profit Related Pay based on company profits
- Holidays – 20 + statutory days
- BUPA Healthcare
- Life Insurance
- Auto enrol Pension Contribution
- Discount on Pet Products
- On site staff car parking with electric charging points

Pedigree Wholesale is one of the UK's leading distributors of pet and aquatic products into the independent retail sector. Privately owned and financially sound we supply from stock a broad range of over 12,500 products from the leading brands around the world.

PEDIGREE VISION & VALUES

Vision

Our passion for pets drives us to offer pet owners the highest quality, best value products through great retailers who care.

Values

Love our customers: Our business is built on customer satisfaction and loyalty. We want our customers to love working with us, value our business relationship and actively recommend us to others.

Do the right thing: We are honest and open in our communication, we respect our employees and customers at all times. Our reputation is built on integrity which we uphold at all costs.

Be your best: We continuously strive to be the best we can. We are open to learning and feel rewarded by doing a great job every day.

Own it: We take personal responsibility for the areas under our control and will act upon every opportunity to improve the customer experience.

Win as a team: We achieve better results and are more agile when we work together towards common goals. We are open and challenging whilst supporting each other.