



JOB DESCRIPTION: Customer Services Worker

KEY FUNCTION:

Sales order processing, issuing invoices for delivery and cash and carry customers, issuing credit notes, setting up sales accounts and dealing with all aspects of customer care.

Flexibility required but the general working week will be Monday to Friday with the usual hours of 9:00 and 18:00. You will be expected to do a late shift into the evening (not more than once a week).

MAIN TASKS:

- 1) Communicating with Customers: face to face, by telephone, by E-mail, Fax and letter.
- 2) Receiving and inputting sales orders using a computer. Processing picking notes into invoices, mainly for the following day's deliveries, and contacting customers regarding out-of-stock items, substitutions, account balances to pay etc.
- 3) Preparing invoices for customers who have come to collect pre-collated orders, and checking their order prior to finalising the transaction.
- 4) Invoicing Cash & Carry Customers and processing payments made in cash, by cheque or by card.
- 5) Monitoring all orders in the system to ensure that all current picking notes are available for collators, and recording all current orders on the "run boards" for the reference of all concerned. Presenting all current and available special orders for inclusion with regular deliveries.
- 6) Following up new customer enquiries from initial call, involving sending out price lists, account application forms and establishing trading accounts.
- 7) Maintaining customer account details to ensure that they are up-to-date and accurate.
- 8) Responding to general customer queries about our service and product range and offering advice on best-selling lines and market trends. Therefore, an understanding and knowledge of whole-foods is a necessity.
- 9) Fielding customer complaints and responding to them in an appropriate and professional way.
- 10) To undertake other duties as deemed reasonable by the co-op.

ESSENTIAL

PERSONAL REQUIREMENTS AND ABILITIES

- 1) **Experience:** Telephone skills. Some sales or customer service experience, perhaps in a retail environment.
- 2) **Motivation and interests:** Whole-foods, vegetarian and organic, ecological and related products. Co-operative working. Team player who enjoys responsibility.
- 3) **Special aptitudes:** Ability to deal with customers both in person and by phone in a professional, positive and confident manner. Knowledge of computers either in Word or Excel, or keying in data.
- 4) **Personality and disposition:** Confident, calm and accurate under pressure. Good communication skills. Enjoys doing more than one thing at a time, multitasking. Has a positive attitude towards their work environment and colleagues.
- 5) **Additional responsibilities:** Members are expected to be flexible and adjust to the requirements of our ever-expanding business. After training, each Sales worker works no more than one late night a week to finalise invoices for the following day.

GENERAL CO-OPERATIVE REQUIREMENTS & ABILITIES:

- 1) Participation in the running of the team and the co-operative as a whole.
- 2) Ability to work as part of a team and actively participate in team decision making.
- 3) Ability to show initiative, and to work independently without supervision.
- 4) Ability to take on responsibility, and complete tasks set through to the end.
- 5) Ability to share and exchange information with others.
- 6) As a Co-operative member, participate in the meetings and decision making processes of the Co-operative as a responsible co-director of the business.

ESSENTIAL

PERSON SPECIFICATION: Customer Services Worker

CRITERIA	ESSENTIAL	DESIRABLE	To be demonstrated at:	
			Application	Interview
EXPERIENCE				
Experience of using computers, word processing and spreadsheet applications (ideally Microsoft Office).	*		*	*
Working in a customer service role.		*	*	*
Working in a worker co-operative.		*	*	*
Working productively in a busy office environment.		*	*	
KNOWLEDGE				
Some background knowledge of worker co-operatives.	*		*	*
Some knowledge of the operation and structure of Essential Trading Co-operative Ltd.		*	*	*
SKILLS				
Well-developed interpersonal skills, e.g. ability to communicate in an appropriate manner.	*			*
Good oral communication skills, e.g. speaks clearly and concisely, good listener.	*			*
Good written communication skills, e.g. can communicate effectively with a range of readers.	*		*	
Ability to remain objective and professional.	*			*
Good organizational skills. Can work successfully with others and independently to administer multi-stage processes to achieve targets over some months.	*		*	*
Can work supportively in a team.	*		*	*
Can build and maintain strong working relationships.	*			*
Can remain calm and professional and work effectively when under pressure.	*		*	*

ESSENTIAL

CRITERIA	ESSENTIAL	DESIRABLE	To be demonstrated at:	
			Application	Interview
Qualities				
Is supportive to colleagues. Demonstrates loyalty and commitment to co-workers and the co-operative. Can actively promote the co-op.	*			*
Anticipates problems proactively and shows initiative for problem-solving and generating new ideas.		*	*	*
Trustworthy with confidential information.	*		*	*
Flexible and willing to undertake a range of diverse tasks and to work the hours required for the successful completion of tasks.	*		*	*
Other				
Willingness to undertake external training.	*		*	
Can offer 2 years commitment	*			*