



## Customer Service Co-ordinator

### Why Join Climalife?

You want to work for a company where you feel you can make a difference, you want to be valued, you want to feel part of a great team, you want to work in an environment where you can be yourself – that's who we're hiring after all.

The company is experiencing a continued period of growth and requires a Customer Services Co-ordinator to support its Customer Services team of 5. Based within the Customer Services department and reporting into the Customer Services Supervisor, you will work closely with our customers and all other areas within our business building strong relationships and helping us grow our brand. This role is an integral part to our business and so you must have a strong customer centric approach in everything you do and of course be a team player!

### The Good Stuff you get for working hard:

- Competitive salary
- Income protection
- 5% employer pension contributions
- Group Life Assurance
- Optional Private Medical Insurance
- Free counselling and occupational health services
- 25 days holiday a year plus all Bank Holidays
- Flexible home/office working
- All expenses paid Summer and Christmas parties (COVID permitting)

### About Us

We are a distributor of Climatic Performance Chemicals and Industrial liquids/gases serving a wide range of industries. We have been trading in the UK for over 20 years and are a subsidiary of a European group with a turnover of more than €250m. We are well respected within the industry for our technical expertise and product support services.

We manage our business with a small dynamic team based in our office in Bristol, supported by an external team of sales representatives.

### The Role

Like all roles at Climalife, you can expect your time at work to be fun, varied and challenging. We know from experience that things change throughout the lifetime of a role so we like our Job Descriptions to highlight how you will make an impact as well as what you'll be doing from day-day, giving you an overall flavour of the role.



**The responsibilities we'll trust you with include:**

- Answering phone calls and emails
- Processing customer orders through the system
- Processing customer collections, including returns, faults and waste transfer notes
- Updating customer price lists on the system
- Maintaining customer account information
- Liaising with transport companies regarding deliveries, requirements, failures and collections
- Handling complaints & logging non-conformance issues
- Cylinder tracking
- Liaising with other teams – i.e. Supply Chain, Sales, Warehouse & Accounts

**How you will make an impact...**

- Helping drive our organisation forwards in the pursuit of becoming recognised as the flammable product experts and light blue is the industry choice
- Working in harmony with our team to ensure excellent customer experiences internally and externally.
- Taking responsibility for your own training and development, that way you can make the biggest impact!
- We need you! New projects and developments are always on the horizon and so we're always looking for someone who can contribute to our growth.
- Drive forwards our vision by working with colleagues across all our departments. We're always looking to share knowledge and resources and we encourage team members to share their ideas.
- Making decisions and driving outcomes that push us towards our strategic goals.
- Always behaving and making decisions with the company's best interest in your mind

**To be effective, you ideally have the following skills/experience:**

- GCSE pass in Maths and English (or equivalent)
- Great communication skills
- Have a proactive approach & the ability to work in a time sensitive environment
- Experience with Excel (preferred)
- Great attention to detail
- Previous experience in a Customer Service position (preferred)



We've got some core values that run through everything we do

**Our Values:**

- **Customer Focus** - We are committed to putting our customers' needs first, understanding them, providing great customer service, and growing our business together.
- **Teamwork** – We work together to meet the needs of our customers and help the company succeed.
- **Respect** - We respect our customers, colleagues, and our environment.
- **Commitment** – We have a commitment and determination to always do the best we can.
- **Caring** – We care for our customers and colleagues; we are kind, we support each other, and we can trust one another.
- **Passion** - We have passion for our work and aim to get the details right every time.
- **Expertise** – We are experts in our field and are continually growing and learning.
- **Honesty** – We are great communicators, open and honest, and always act with integrity.

We want to share our experience and expertise to all so that our customers and our people feel empowered to make the right decisions for themselves, their businesses to achieve their goals.

**Why do we do all this?** Because we care for our:

- Customers
- People
- Products
- Planet

This role is based at our Head office in North Bristol with some flexibility to work from home.

36.25 hours a week Monday to Friday.

**Closing date:** 6<sup>th</sup> August 2021