



AGAIN FASTER

EQUIPMENT

Job Title:	Customer Service & Administration Assistant (Office Based)
Permanent/Full Time:	Full Time (40 hours per week)
Remuneration:	£16-18k per annum. Subject to experience.
Reports to:	Julia Kite, Financial Director
Job Purpose:	Customer Service is the frontline contact point between Indoor Sport Services / Again Faster and it's B2C and B2B customers. The successful candidate will be responsible for providing excellent customer service through sales support and ensuring the customer has an expert point of contact specific to their needs. They will also undertake basic admin including invoicing to process customer orders.
Accountabilities/Responsibilities:	<ul style="list-style-type: none"> -Provide expert customer sales/equipment hire and service support (telephone and email) in a timely and efficient manner. -Dealing with customers face-to-face both when visiting the office and occasionally at weekend tradeshow and exhibitions. -Help troubleshoot problems and providing solutions to our customers. -Learn about our ranges of Again Faster, Concept2 & Wattbike products and keep abreast of any changes. -Taking daily customer orders and invoicing - upselling and cross-selling where possible.
Skills, knowledge and Experience:	<p>Qualifications</p> <ul style="list-style-type: none"> -Essential; A-level or equivalent, Preferred; Degree with experience in a customer facing role. A fitness background is a plus. <p>Communication & Confidence:</p> <ul style="list-style-type: none"> -Outstanding verbal and written communicator <p>IT Skills</p> <ul style="list-style-type: none"> -Sound PC skills are important especially in Microsoft Word, Excel & Google Apps. <p>Other</p> <ul style="list-style-type: none"> -Ability to work independently within the structure of a team -Excellent attention to detail. -Excellent product knowledge, or ability to learn about products quickly.
Other Requirements:	<ul style="list-style-type: none"> -A Full Clean UK Driving License -Permission to work in the UK now and in the future

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