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Engage, Learn and Develop with Barhale

Customer Service Apprentice

The Role:

We are looking for an enthusiastic Customer Service Apprentice to be part of our internal hire and sales team at Barhale's sister company BCS Group. The role will be based at our head office in Walsall and provides a fantastic opportunity for someone interested in starting a career in a busy working environment in the hire and sales of plant machinery and supplies to the construction industry. You will receive a dedicated development program and mentoring support and will be working towards an NVQ in customer service.

To be considered for this apprenticeship, you must have a genuine interest in providing excellent customer service and be fully committed to attend college.

BCS Group, part of the Barhale Group, is a privately owned company first established in 1980. BCS Group is a leading supplier of safety and construction products and services that operates from our central manufacturing and distribution centre in the Midlands. We pride ourselves on providing a first class service to all our customers.

Key Responsibilities:

Obtain feedback from customers about their experiences with our products, equipment and services

Monitor the central inboxes and collate, check and process incoming requests and monitor hire time

Respond to customer queries, issues or concerns

Complete after sales service calls

Monitor off hired equipment and identify new hire opportunities.

Process any equipment off hired belonging to external companies.

Liaise with customers, fitters and the site team to ensure equipment or supplies are delivered in good condition.

Key Relationships:

Internal Sales Supervisor

Department Manager

Plant Manager

Workshop Team Leaders

Training Department

Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

Excellent oral and written communicator with the ability to work in close partnership with internal teams.

Ability to demonstrate drive, dedication and ambition to deliver a first class customer experience coupled with the ability to build rapport at all levels.

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Robust organisational skills.
Computer literate.

Desirable

Experience of working with hire and sales software platforms.

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About Barhale:

Barhale is one of the largest privately owned infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 600 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

Our business activity is carried out for the following principal sectors:

Water: Civil Engineering, Tunnelling, Pipelines and Utilities

Transport: Rail, Aviation, Waterways, Highways and Bridges

Energy: Power Generation, Power Transmission and Distribution, Waste

Developer Services: Civil Engineering across private sector developers UK wide

Specialist Businesses: Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

How to Apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to careers@barhale.co.uk.

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.