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BCS GROUP

Customer Service Apprentice

The Role:

The Customer Service Apprentice is responsible for dealing with all incoming customer orders and enquiries, to ensure they are dealt within agreed timescales.

To provide an excellent level of customer service and maximise on all opportunities to assist with the growth of all aspects of BCS.

The learning and application of this role will be supported by the experienced Sales Coordinators and Supervisor.

Key Responsibilities:

Sale & Hire Order Processing

- Process customer orders and requisitions received for hire and sale products, liaising with department team leaders on availability of hire products and system alerts for stocked items.
- Maintain communication with the customer for all information required to fully process orders.
- Liaise with the procurement team on all bespoke requests to obtain cost and availability.
- Follow up on stock alerts with the procurement team to obtain delivery dates and split orders within the system where required.
- Assist with managing the central mailbox with the team for all incoming orders, ensuring emails are dealt with in a timely manner and processed in the system for visibility of progress.
- Assist in maximising hire utilisation across the business working with team leaders and management to fulfill all hire requests.
- Provide the external hire team with requisitions for hire items we are unable to supply.

Quotations

- Raise system quotations for all customer enquiries, liaising with account managers where required and senior management for high value enquiries.
- Ensure customer enquiries allocated to you are dealt within agreed timescales and all communications are saved within the system to provide the team with visibility.
- Monitor open quotations and follow up on all quotations submitted to customers by agreed follow up dates.
- Obtain reasons why for all quotations not won, feeding this information back into the system for reporting purposes.

Customer Service

- Ensure a high level of service is provided to BCS customers and all communications maintained.
- Queries and issues are to be dealt with as a matter of urgency to minimise the potential impact on the business.
- Complaints process to be followed for all customer complaints.

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- Monitor sales due for delivery each day and follow up on all unconfirmed orders to prevent orders becoming overdue.
- Queries relating to stock, transport etc must be fed back to customer to agree a new delivery date.
- Phone calls are to be answered within 3 rings.

System and Process

- Responsible for maintaining a cleansed system with relevant data. Customer contacts and address details to be saved in full and removed as required.
- Documents to be saved in the system folder structure for all correspondence.
- Adhere to all system alerts; customers on hold, credit limits, agreed sale prices.
- Assist with the goods return to customer process generating collection paperwork and creating miscellaneous trips within the depot schedule.
- Follow up returns to depot and investigate issues where required.
- Investigate credit requests and feedback to management and accounts team where required.
- Work with the accounts team on all proforma account orders ensuring payments are completed prior to processing with the operations team.
- Ensure processes are followed, providing management with feedback to assist with continuous improvement. Contribute to the near miss procedure.
- Maintain a high level of customer service to all times.

Key measures & targets:

- Reports; Quotes requiring follow up, overdue sales
- Efficient management of work set by Supervisor
- Set learning objectives

Key relationships:

- Sales Coordinators
- External Sales Team,
- Procurement Team
- Logistics Coordinator
- Department Team Leaders

Person Specification:

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

Essential

- Good administrative and organisational skills. Computer literate essential
- Ability to work in a busy environment.
- Good understanding of customer service expectations and excellent telephone manner
- Able to communicate with a number of other teams to fulfil order requirements
- Punctual

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Desirable

- System experience using similar SOP system to Syrinx

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 BCS Group:

BCS Group, a subsidiary of Barhale Holdings Plc, is a privately-owned company. We are a leading supplier of safety and construction products and services that has depots in both the Midlands and Scotland.

We pride ourselves on providing a first-class service to all our customers, ensuring the right product or solution is delivered to the right location on time. With over 5,000 items within our core range, BCS Group can fulfil any order and ensure it is delivered direct via our own dedicated transport fleet or those of our partners.

Manufacturing: Our capabilities include standard and bespoke signage, labels, temporary and permanent road traffic signs and bespoke steel fabrication/installation which includes foot bridges, walkways, flooring, guardrails, ladders and tunnelling products.

Extensive Stock Range: Distributor of leading industry brands in PPE & clothing, traffic management, safety & lifting and site equipment products. These include Bollé, Pulsar, Globus, Rock Fall, Progarm, Portwest, Melba Swintex, Oxford Plastics, JSP, Nissen, Carters, Orafol, Crowcon, Radiodetection, Dräger, Ridgegear, and Plant Nappy.

Safety Equipment Servicing: Specialist safety & lifting repair, calibration and inspection since 1999. We have our own purpose-built maintenance and calibration facility for gas detection, cable avoidance, breathing apparatus and lifting equipment which along with our fully equipped mobile calibration unit is where all maintenance and repairs are carried out. Our staff are trained and fully qualified in maintenance, calibration and inspection of a full range of specialist safety & lifting equipment.

Our People: With a direct work force philosophy, the company culture is driven by our core values, which describes how we act day-to-day. We ensure all your needs are met through our national call centre and dedicated account management.

Triple Accreditation: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2011 standards, which means our customers can have complete confidence that we have an ongoing commitment to be a safe, efficient and responsible partner.

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How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to - bcscareers@bcsgroup.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.