



Profile

Sigma 3 (Kitchens) Ltd - Established in 1975, Sigma 3 is a leading manufacturer and retailer of quality kitchens & bedrooms with 6 showrooms across Wales & England. We also serve a large number of independent trade and builder accounts across the country and pride ourselves in a quality product and a quality service.

We are looking for an enthusiastic **Customer Service Admin Assistant**, who can build a rapport with customers whilst also being able to deal with demanding situations. The successful candidate will be self-motivated and be able to work on his or her own or as part of a team. The ability to be organised and be able to manage time to achieve deadlines is essential.

Role

Processing

- Processing of service orders and full orders when required for both Masterclass and Contract Builder customers.
- Site Call Offs.
- Liaise with customers in relation to the urgency of their order.
- Advise customers on additional costs where required.
- Evaluation/processing of free of charge orders.
- Pricing requests.
- Maintenance of spreadsheet data.
- Monitor and coordinate order changes.
- Scanning of all customer purchase orders and emails onto Bellerophon
- Provide support for IFS and PNH when required.
- Provide support for Contract Builder Customer Services and fitter scheduling.

Customer liaison/resolution of customer issues

- The provision of an effective after sales service to all customers.
- Coordinate queries with other departments.
- Resolution of customer issues expeditiously.
- Ensure that customers are kept informed.
- Advise customers on products (in conjunction with other team members where necessary).
- Provision of effective product knowledge to Studio and Builder contacts and ASMs.
- Build good working relationships with Studio / Builder contacts and Area Sales managers.

General

- Provide administrative support to Studio sales managers with the focus on one but collective responsibility for all.
- Management and implementation of Sigma 3 / Masterclass Studio and Builder policies.
- Liaise, communicate and collaborate positively with other team members, management and staff.
- Continuously seek changes in systems and procedures which will improve our response to increasing customer demands.
- Office document management.

- Perform other duties as required at the discretion of the management team.

Personal Specification

- Be self-motivated and have first class customer service skills
- Excellent communicator with the personality and communication skills to build a rapport with our customers
- The ability to work on own initiative with minimum supervision and also to be an integral part of a team
- Customer Service experience including ability to deal with forceful customers proactively.
- Computer literate (MS Office)
- Good organisational skills and ability to work to deadlines
- Flexible working arrangements to meet customer needs as workload demands.
- Attention to detail
- The ability to look at current system and processes with the aim of suggesting improvements and efficiencies.

Rewards

- The rare opportunity to work for the largest manufacturer of kitchens in Wales with an enviable reputation for quality and service built over 40 years of trading. We have exciting plans to take this well-established business to new levels.
- Competitive annual salary depending on experience.
- The opportunity to gain strong experience with a market leading name in South Wales.
- 20 days holiday rising to 25 with service
- Pension
- PHI (this is an incapacity benefit)
- Life insurance
- A discretionary performance related bonus based on business objectives and Company profitability.

Closing Date

**Apply in writing with a CV to Geoff Moore, HR Manager or e-mail your application to g-moore@sigma3.co.uk
For further information about this opportunity please contact Leon Hemming on 01443 449 461.**