

Customer Service Advisor



Department:	Training
Location:	Lutterworth (Full time office based)
Hours:	Mon-Fri 9-5
Start:	ASAP
Reporting to:	Training Manager
Salary:	£25,000 - £26,000 dependant on experience

About the Role

The role of Customer Service Representative is to work within the Training department to support our customers throughout their training journey, in a timely and professional manner from booking to certification. Through proactive interaction, they will inspire customer confidence in the Elmhurst brand and become the 'go-to' Elmhurst training contact.

Key Responsibilities

- Implement effective set-up and customer on-boarding procedures to ensure trainees feel welcome and supported throughout the training process
- Supporting key customers with regular contact to maintain an excellent business relationship.
- Processing and managing orders and payments.
- Using the email and telephone systems on a daily basis for effectively handling and managing enquiries, opportunities, queries, feedback and complaints.
- Escalating any urgent/high priority items in line with manager and company policy guidelines.
- Confidently supporting customers learning journey and success via phone, email or face to face interactions.
- Liaising with other teams around the business.
- Covering reception and front of house tasks during on site training or corporate meetings where required.

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

We are seeking an individual who possesses a strong 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.

Our Ideal candidate will have:

- Willing to go the extra mile to provide a positive customer experience
- Experience in customer service, customer support, sales or training administration
- Excellent written and verbal communication and IT skills.
- High attention to detail and the ability to provide high levels of customer service in a busy customer focused environment
- Strong organisational and time management skills.
- Be comfortable working with a range of IT software including Excel

Preferred (but not essential) skills and qualifications:

- Have a minimum of two years experience in customer service, training delivery or educational environment.

Application process

- Our preferred application route is through our careers page on our website.
- Alternatively you can send your CV with introduction to hr@elmhurstenergy.co.uk



First Stage

We like to start with an initial 10 to 15 minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.



Interview

Successful candidates will then be invited to attend an interview. We prefer this to be in person at our Lutterworth office.

Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



Competitive Salary

Opportunities for growth in pay and company bonus



Health & Wellbeing

Private medical cover and BUPA cash plan available



Development Opportunities

We invest in training to help our people develop and grow



Flexible Working

We have adapted to hybrid working (dependant upon role)



Holiday Purchase

Opportunity to purchase holidays in addition to our 25 days



Social Events

Our social committee arranges regular team activities