



Vacancies

Customer Service Advisor

An exciting opportunity with a values-led, forward-thinking company.

Founded over 30 years ago, The Rooflight Co is a successful, employee-owned business with approximately 50 employees, designing and manufacturing rooflights and roof windows for the UK construction / specification market.

As a Company, we are open and communicate clearly and regularly with everyone. We recognise and value the strengths each person brings to the team. We continuously challenge the norm to make improvements. We implement change. This has been endorsed by our recent WOBA award as 2020 Employer of the Year.

Our mission, in line with our guiding principles, is to position the customer experience at the heart of everything we do, know what the customer wants, where we add value and profitably deliver on this.

As Customer Service Advisor you will be responsible for supporting our customers with technical support after they have received their orders. You will need to be confident in asking key questions to understand the true needs of each customer and offer an appropriate technical solution, for which training will be provided.

You need to be customer focussed with exceptional written and verbal communication skills, whilst always setting expectations to ensure our customers are well informed.

You will need to have emotional resilience with the ability to remain calm and focused during in-depth customer conversations.

You will be delivering a high-quality service, which reflects our brand, so will need to be well organised and focussed when managing a number of customer enquiries at pace.

You will be proactive in reporting any trends or key observations to the Sales Manager to support the continual improvement of our customers' experience.

You will be committed to maintaining our professional brand reputation, be excited by continuous learning and development and have a personal enthusiasm for delivering excellent customer service.

You'd be joining a successful, growing, values-led, customer-focused organisation and become an employee-owner.

THE
ROOFLIGHT CO.
COTSWOLDS

The Role and Accountabilities...

- Be the first point of contact for our customers via phone and email, setting and maintaining a professional tone.
- Take full ownership of customer enquiries, providing regular updates and managing expectations throughout the customer journey.
- Prepare quotations, orders and proposals whilst ensuring customer data is inputted accurately and swiftly to all databases.
- Follow department processes and escalate any enquiries that fall outside of our processes to the Sales Manager.
- Prepare for and contribute openly in your monthly 1:1s with the Sales Manager.
- Complete a technical product training programme led by the Customer Services Team.
- Lead by example and demonstrate the company values through your day-to-day work and interactions.





Qualifications and Experience...

- Prior experience isn't essential but experience of working with other people, an understanding of customer service and a genuine desire to help people is essential.
- Exceptional communication skills are required with the emphasis on building and maintaining strong working relationships with both internal and external customers.
- Problem solving and multi-tasking in a fast-paced environment with a flexible and adaptable approach will support you in working as part of a team.
- Self-awareness, positively embracing change, a love for learning and a commitment to continuous personal development will be essential to support your development in Customer Services.
- The role involves developing a good technical understanding so attention to detail is key and experience of following technical instructions would be beneficial.
- A working knowledge of Microsoft Office is required and the ability to navigate an ERP system

What we value...

As an employee-owned business, our mission is driven by our three Guiding Principles - Values-led Culture, Innovation and Long-term Sustainability. These principles guide our Directors, Trustees and Co-owners in their decision-making and activities.

To succeed, you will need to demonstrate that your values and behaviours are aligned with our four values – Integrity, Care, Empowerment and Unity - each associated with specific behaviours. Together, they create an atmosphere where personal growth is encouraged, nurtured, and recognised.

The Package...

- Assistance & Wellbeing Plan
- Life Assurance
- Health Cash Plan
- Additional Holiday
- Long Service Awards
- Co-owner Events
- Onsite Lunch Supplies
- Electric Vehicle Lease & Tax Saving Scheme
- Cycle to Work Scheme

Working hours: Minimum of 24 hours – Maximum of 37 ½ hours per week. Finding the right person for this role is essential so we are happy to consider both part time and full-time applicants for this role. Part Time applicants will need to be able to offer a minimum of 24 hours spread over a minimum of 4 days that includes a Monday and a Tuesday.

Location: Bourton on the Water

Salary: £25,000-£28,000



Around here...
We act responsibly.

1. We give and receive honest and constructive feedback.
2. We hold ourselves and each other accountable for our words and actions.
3. We don't blame, we learn and grow.



Around here...
We use our voice responsibly.

1. We trust each other to make well-informed, responsible decisions.
2. We let people know we believe in them and encourage them to grow in knowledge and skills.
3. We continuously challenge the norm to innovate, improve and implement change.



Around here...
What we do and how we do it matters.

1. We work to the best of our ability and take pride in our work.
2. We continuously work in the best interests of our community and our environment.
3. We show active interest in others' wellbeing and treat them with respect and compassion.



Around here...
Everyone matters.

1. We support each other to achieve our shared goals and celebrate our successes.
2. We recognise and value the strengths each person brings to the team.
3. We are open and communicate clearly and regularly with everyone.