



JOB DESCRIPTION

Job title:	Customer Service Representative
Department:	Customer Service
Responsible to:	Customer Service Manager
Salary	Competitive
Hours:	40 hours over 5 days and will include weekends on a rota basis with ½ hour unpaid lunch

About the Company

Brompton wants to transform cities. By providing the means to commute or explore with a bike that you can take anywhere and store anywhere we can make cities better places to live in. Our high quality products, combined with resurgence in cycling, means that we are enjoying strong, sustained growth. If we are to continue to thrive we need to recruit great people who can contribute to our ambitious aims. We are a truly global company exporting 80% of our production to 45 countries around the world and intend to produce over 50,000 bikes this year; though we believe we're just getting started. We can offer you a job you won't find anywhere else.

The role

To ensure that Brompton delivers professional after-sales support service to owners, domestic and international dealers and distributors. Our aim is nothing less than to deliver first class customer service, to match the world class products that we manufacture and sell around the globe.

Main duties

- Provide support to customers enquiries and complaints, resolving them within Brompton's brand values
- Provide support to dealers, distributors and customers by email, live chat and telephone
- Assist with the operation of the ecommerce platform
- Work with other departments to ensure consistent customer service levels across the company
- Organise collection and dispatch of repair bikes
- Track turnaround times for queries; co-ordinate this across departments where necessary
- Updating of warranty database for tracking of warranty trends
- Attend weekly departmental meetings and factory training sessions when required
- Represent the company at the Brompton World Championship, industry shows and external events as and where necessary

The Person

The person in this role must remain self-controlled when things go wrong and people get agitated or aggressive, they must be prepared to listen to what others say and feel, deal with conflict in an accommodating manner and use practicality as a method for reaching a solution.

The successful candidate will be expected to be persistent in problem solving, seeking solutions through the expertise of both self and others, researching the facts with care and resolving problems in a timely and thorough manner.

The person in this role will give support and care in terms of both practical advice and action in areas where competence, knowledge and experience are needed. They will encourage others to communicate effectively and efficiently at a level that is understood by all. The successful individual will remain confident when dealing with negative situations, convince others to have ideas and come up with creative solutions to difficult problems.

The role is calling for a person who enjoys working within a highly structured environment, carry out routine tasks and can work in a friendly, logical and systematic manner are important aspects of the role. They will be patient and hard working. Furthermore, they will be methodical, thorough, compliant, cautious, sensitive, diplomatic, self-disciplined and accommodating.

Skills and Experience

Essential

- Professional communication and people skills with a genuine desire to provide excellent customer service
- Strong written and verbal communication; eloquent, empathetic and audience-appropriate
- Be a self-starter who can work unsupervised to high standards and with meticulous detail
- A team player who will contribute to the continuous improvement of the department and company
- Be IT literate including MS Word and Excel
- Be prepared to travel within the UK, and occasionally abroad
- Awareness of Health and Safety standards; along with an understanding of Dignity and Diversity in the workplace
- An understanding of Brompton's ethos and how this has shaped its brand values
- Able to work some weekends
- Able to work remotely – access to reliable internet connection required

Desirable

- Conversational and written Italian or Dutch
- Experience in a similar role
- Knowledge of the bicycle industry
- Cytech certification

Job Profile

Steadiness (High S)

- The person will possess attributes of patience, persistence and predictability
- This role will require someone who is naturally dependable and deliberate
- Customer support and servicing skills will often make an important contribution to success in this role.
- Consistency and reliability are critical success factors for this role
- The person will be calm, even-tempered and possess an amiable disposition

Influence (High I)

- Positive attitudes and a social disposition will always prove to be a distinct advantage for the person occupying this position.
- The possession of strong, inter-personal networks across a range of industries, operations and interests will be highly regarded.
- The role offers the opportunity to meet and mix regularly with others.

Compliance (High C)

- A thorough, disciplined and detailed working style is necessary for this role
- The logical and detailed analysis of data and processes is a component of this job.
- Complying with clearly defined rules and policies is expected
- A cautious and detailed approach towards task completion is a requirement

Dominance (Low D)

- Unpretentious, cautious and mild mannered would be most appropriate for this role.
- Regular, critical decision making is not an integral component of this job.

Benefits

Brompton offers you a very excellent working environment with enthusiastic colleagues who get along very well, communicate and cooperate with each other. The working climate is informal, but we work hard. Next to good terms of employment Brompton offers you the opportunity to work in a responsible and challenging job within a dynamic, international and ambitious environment. We are all proud to be part of Brompton Bicycle; we all share the same passion and dedication to the company and embrace differences in cultural backgrounds and skills.

- Huge discount on your very own Brompton (family and friends get discount too)
- Position to thrive. Whether you're early in your career or an experienced professional, Brompton provides you with everything you need to excel in your job and for personal growth. You will be actively encouraged to increase your skillset and to attend relevant events
- 20 days holiday plus Bank Holidays, increasing the longer you stay with us
- Workplace Pension Scheme, Season Ticket Loan, Childcare Vouchers, Flexible Working, Cycle to Work Scheme to name just a few.....
- Birthday Breakfast, Family Fun Days, Christmas Parties, London to Brighton Bike Rides, Charity Raffles, Volunteering with the local community all go towards creating a working environment that is fun and enriching

If you feel that you fit within the Brompton team spirit and you can bring talent, innovation and enthusiasm to our workforce then please email your CV and covering letter to the People team, at recruitment@brompton.co.uk – the closing date for this position is: 10th September 2018 – You are encouraged to submit when ready and not wait until the deadline.

Applicants must have the right to work in the United Kingdom.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.