**The Highfield Group**  
Job Description

Customer Service Apprentice

**Document Control**

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# JOB DESCRIPTION

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| Job Title | Customer Service Apprentice |
| Responsible to | Customer Service Manager |
| Responsible for | Aim to achieve and deliver high levels of Customer Service to customers and centres |

# MAIN RESPONSIBILITIES

Learn to apply a range of skills in order to provide excellent service to customers including answering incoming calls, responding to emails, greeting customers face to face and assisting with some basic administrative duties.

Learning to work effectively as part of a team as well as on own initiative, developing excellent communication skills.

Learning to deal with all queries in an effective and efficient way.

Answer and respond to inbound calls within 3-rings, professionally and accurately.

Accurately maintain the company’s database and systems.

Learn how to process all types of orders that come into the business using Sage.

# POST HOLDER’S OBLIGATIONS

To maintain excellent levels of attendance at apprenticeship sessions and successfully achieving a qualification in Customer Service.

To carry out their tasks maintaining high standards of customer service.

To ensure accuracy in all communications and orders.

The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.

To develop a detailed knowledge of the company’s products and services which will lead to gaining a basic understanding of the industry.

To competently use all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), Highfield databases, eCommerce, Sage and other systems.

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

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# OPPORTUNITIES FOR PROGRESSION

Successful completion of the Customer Service apprenticeship will lead to employment as a Customer Service Assistant, within the business.

# THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.