


Job Description – Can Plan

Position Title: Customer Services and Administration
Reporting To: Business Manager/ Managing Director
Location: Nelson
Position: Full-time
Date: February 2017

Purpose

This role will be responsible for providing an exemplary first impression of Can Plan by delivering an outstanding level of service to all customers (internal and external) and to ensure that all daily orders are processed effectively and queries followed through with drivers and customers as required. They will work closely with the service and administration team to provide efficient and effective administration and accounts support within the office.

Key Responsibilities	
<p>Customer Service</p>  <p><i>“Investing in People and Skills”</i></p>	<ul style="list-style-type: none"> • Present a welcoming and professional image when dealing with all phone calls and visitors in our busy office • Provide a premium level of service to all customers (internal and external) • Ensures efficient processing of counter sales as required • Proactively ensures all customers are advised of cut-offs and timeframes for services being provided or delivered • Prioritises incoming calls over outgoing calls and efficiently manages all calls on hold to minimise customer delays • Responsible for maintaining up to date and easily retrievable contact details for all customers • Provides support with customer communications including newsletters, texts, emails etc. as required • Maintain a high level of customer service under all conditions, devising solutions and meeting commitments within timeframes and constraints
<p>Order Processing</p>	<ul style="list-style-type: none"> • Responsible for processing all daily orders received via website, email or phone accurately and according to agreed timeframes and provide responses to clients as required • Ensure that all duties meet any required cut-offs and deadlines for deliveries • Invoices the correct product or service and ensures that the order is processed for the correct day • Ensures all relevant customer information is entered accurately into database
<p>Despatch</p>	<ul style="list-style-type: none"> • Co-ordinates the dispatch of skips to customers and ensures all drivers receive required information for planning of deliveries and collection routes • Liaises regularly with drivers for delivery organisation and customer queries • Provides on-going support and regular pro-active and professional communication to drivers as required

Finance Support	<ul style="list-style-type: none"> • Ensures banking is prepared and lodged on a regular basis • Undertakes financial processing as required including accounts payable and accounts receivable • Provides support with the monitoring of overdue accounts • Ensures direct debits are managed and processed • Responsible for setting up accounts for new customers
General Duties	<ul style="list-style-type: none"> • Responsible for collecting and distributing mail • Ensures all office stationery is maintained to agreed levels • Provides general administrative and project support to the management team as required • Required to undertake any other duties as reasonably requested by Can Plan • Use all resources and training available to up skill personal product knowledge on a regular basis
Health and Safety	<ul style="list-style-type: none"> • Responsible for providing support with health and safety administration • Ensure that any risk of injury to members of the public, customers, contractors and employees is minimised through compliance with all current and future health and safety legislation • Ensure that all of Can Plan's health and safety policies and procedures are complied with at all times • Hazards are reported and recommendations made to eliminate, isolate or minimise exposure to such hazards • Incidents and near misses are reported and investigated whether necessary to eliminate, isolate or minimise exposure to such incidents

Key Relationships

Internal <ul style="list-style-type: none"> • Managing Director • Business Manager • Customer Services/Sales • Yard Person • Drivers 	External <ul style="list-style-type: none"> • Customers • Service Providers • Members of the Public
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Knowledge/Skills

Qualifications and Experience	<ul style="list-style-type: none"> • 2 – 3 years Customer services experience • Excellent organisation and time management skills • Competent skills in MS Office suite of products including Outlook, Word, Excel and Access • Proven office administration skills • Strong verbal and written communication skills
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Competencies	
Customer Focus	<ul style="list-style-type: none"> • Making customers and their needs a primary focus of own actions, developing appropriate solutions, also keeping in mind company's efficiencies • Taking action that is consistent with available facts, constraints and probable consequences.
Well Organised	<ul style="list-style-type: none"> • Meets deadlines and commitments even when interrupted. • Shows attention to detail - notices and corrects errors.
Teamwork	<ul style="list-style-type: none"> • The ability to behave in a co-operative and supportive manner within a team by actively contributing whilst remaining flexible to the needs of others.
Communication	<ul style="list-style-type: none"> • Open communication approach and displays highly developed communication and interpersonal skills. • Communicates vision to others in a relevant and compelling manner that promotes enthusiasm and commitment.
Achieving Results	<ul style="list-style-type: none"> • Maintaining high standards of performance for self and others. • Assuming responsibility and accountability for successfully completing assignments or tasks. • Taking ownership of standards of excellence.
Stress Tolerance	<ul style="list-style-type: none"> • Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity) • Handling stress in a manner that is acceptable to others and the organisation.