

Customer Service Administrator

Company name and postcode

Insulation Direct Ltd, WF6 1TA

Job summary

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

Customer Service administrator will be required to answer telephone calls and deal with customer queries, deal with general administrator duties aswell as filing/ scanning.

Essential skills, experience and qualifications (please do not use bullet points)

Computer skills with knowledge of using Microsoft Office

Customer service skills and confidence in answering telephone calls

Self-motivation

Job category (DWP use only)

Number of hours per week

40

Working pattern and contracted hours (including any shift patterns)

Monday to Friday 9.00am - 5.00pm

Hourly rate of pay

National Minimum Wage for age.

Details of employability support (training opportunities/mentor)

In house training will be provided for administrator skills, we will look at a NVQ admin course should the candidate be happy to enrol on behalf of our company which we will set time aside each week for a candidate to do in working hours.

We will also work with Wakefield Employment Hub's wrap-around support package including induction, monthly feedback, careers adviser interview & exit interview.