



## **MICHAEL I HOLDSWORTH LIMITED**

### **JOB DESCRIPTION**

<b>Department:</b>	<b>E-Commerce</b>
<b>Location:</b>	<b>Bedford</b>
<b>Job Title:</b>	<b>E- Commerce / Customer Service Operative</b>
<b>Accountability:</b>	<b>E-Commerce Platform Manager</b>
<b>Purpose of Post:</b>	<b>To provide a sales service via the internet, email, fax and telephone to existing customers and potential new customers to facilitate sales of the Company's range of products</b>

#### **Main Responsibilities:**

##### **Sales and Customer Service:**

- To promote a courteous, professional and caring attitude to the customer
- To process orders and enquiries received via the internet, email, fax and telephone
- To maintain internal and online ordering platform administration
- To ensure absolute accuracy in processing a customer's order along with any special delivery instructions
- To meet the targets set out in terms of number of orders processed per day
- To keep up to date knowledge of the product range
- To report any problem, complaint or change in buying pattern to your manager
- To maintain the Company's procedure for credit control, deliveries, returns and credits
- To solicit business from potential customers

This is a description of your duties and responsibilities at the present time, however this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

**Person Specification**

- Previous experience in a busy customer service environment
- Proven record of sales and administration skills
- Computer literate
- Excellent communication and written English skills
- The ability to multi-task effectively, prioritise workloads and work to deadlines
- Interest in food/food trends

**I have read, understood and accept this Job Description**

Employee Name: .....

Signature of Employee: .....

Date: .....

Name of Manager: .....

Signature of Manager: .....

Date: .....