

Role	Customer Representative – Full Time - Permanent
Salary	£16,500.00 p.a. plus commission and benefits
Location	Coventry City Centre
Start Date	November / December 2017

Job in a sentence To provide exceptional service to new and existing Bennetts Customers by resolving queries, providing quotes and being an ambassador for our brand, through engaging and memorable experiences.

Unique contribution You will provide the service and experiences that our business and brand reputation is built on. You will share our customers passion for biking, as they power our business and will work tirelessly to achieve the best possible outcomes for them.

Key value drivers Customer Value Engagement

What you need to be like What behaviours you need to demonstrate

Great ambassador	A professional, friendly and confident individual – representing the voice of Bennetts and demonstrating the values of our business at all times.
Customer focused	Understands and meets the needs of our customers, taking a proactive approach to deliver first contact resolution and ensures that Customers are well informed of all our products and services.
Results driven	You will have a clear understanding of the business vision and goals, thriving not only to achieve but to exceed.
Team player	A strong team player, who works well with others to ensure that our customers receive the best possible experience.

The most important things you need to do How you know you've succeeded

Exceptional Service	Ensure that every one of our customers receives the highest possible level of service every time, by demonstrating ownership, passion and knowledge.
Performance & development	Your performance driven, understanding the business goals, your individuals targets and how your interpersonal skills impact on your performance and your colleagues.
Uphold Bennetts' culture and ethics	You role model the Bennetts' values and live by the principles. You encourage others to do the same.
Respect	You understand and respect the 3 key stakeholders of the Bennetts operation. The Business, Its People and the Customer.