

## **Part Time Customer Care Administrator 20 hours**

Surf Bay Leisure are the largest distributors of caravan and lodge holiday homes in the South West, with Sales Centres located in Devon, Dorset & Somerset.

We require a hard working self-motivated individual to further expand our Customer Care team at our Winkleigh Sales Centre.

The successful applicant should be efficient, computer literate, have excellent communication skills and be capable of working under pressure. Experience is desirable although full training can be given.

This position is for 20 hours per week., actual days to be discussed. The successful candidate will need to be flexible as they will also be required to cover sickness & holidays. This post meets National Minimum Wage.

Closing date for applications is Friday 6th August 2010. Interview will be held week commencing Monday 16th August 2010.

**All applications should be returned to:**

Miss Samantha Boon, Surf Bay Leisure, The Airfield, Winkleigh, Devon, EX19 8DW or e-mailed to [sboon@surfbay.co.uk](mailto:sboon@surfbay.co.uk)

## **Job Description**

### **Part Time Customer Care Administrator 20 hours**

1. Handling incoming Warranty & parts requests by telephone from retail & trade customers
2. Overseeing delivery & dispatching of parts.
3. Inputting detailed information onto our database.
4. Completing Warranty paperwork using our online Warranty submission system.
5. Submitting chargeable orders & producing relevant invoices.
6. Booking accommodation for engineers staying out of the area.
7. Ensuring that there is effective communication with customers, manufacturers & other members of staff.
8. Ensuring that best working practices are implemented at all times.
9. Any other duties as directed.