

FM Direct Customer Service Apprentice

Job Title:	Customer Service Apprentice
Department:	FM Direct
Reporting to:	FM Direct Team Leader
Responsible for (staff):	Not Applicable
Location:	Redditch
General Purpose of Role:	As an apprentice, you'll learn all about Facilities Management and services. You'll also find solutions for customers when things haven't gone according to plan. You'll learn to use your judgement and make the right call. The goal is to provide a safe, clean and high-quality environment for our customers.

Starting your career with Arcus Not only will you have loads of opportunities to learn and develop, you'll have the opportunity to learn all about the Business and have the opportunity to work in multiple areas of the business.

We want our customer service to be the very best it can be, so we're looking for people who can build a personal connection with our customers. Whether that means filling pauses by chatting about their day or simply letting them know you understand their problem and you'll do your very best to help. It makes a big difference to customers. So, if you're gifted in the art of conversation, you'll fit right in.

Training and support

With our fantastic training and ongoing support, you'll not only learn the ropes but you'll develop personally as well:

- Relating to customers – you'll already be a people person, a great listener and you'll only get better at this.
- Using your time wisely – you'll learn to manage your time so that our customers aren't kept waiting and get the best service.
- Keeping calm – customers might be upset or frustrated, but you won't let this get to you. You'll develop understanding, listening and how to diffuse difficult conversations.
- Owning it – you'll know our systems inside-out so you can use your initiative to solve queries and keep our customers happy.

Skills and Knowledge required:

- Good computer and keyboard skills

JOB

DESCRIPTION

- A good level of administration skills
- Excellent communication skills: written and verbal
- Good organisational skills
- Good interpersonal skills
- The ability to work as part of a team
- Experience of customer service - desirable
- A genuine interest in helping customers
- A polite, thoughtful and friendly attitude
- Patience and calmness under pressure
- The ability to handle complaints and difficult situations
- Good product knowledge
- A sound knowledge of all operational and administrative processes and procedures
- A good level of literacy and numeracy

Create your own future

This really is just the beginning. From day one, you will receive all the benefits that all our customer advisors get as standard. Whilst working towards a recognised qualification and you'll join our apprentice network where you'll get support from other apprentices around the business.

Once you complete your apprenticeship, dependent that all is on track you'll move into a customer advisor role and join our teams of experienced advisors where the support and training (and fun) will continue. After that, the world's your oyster. Many of our advisors have moved on into senior positions in a huge variety of different business areas, so however you see your career developing, you can create your future here.

What you'll get

When you join us, you'll become part of a well-established company that looks after its employees just as well as its customers. As a permanent employee, you can look forward to the following perks:

- A generous apprenticeship salary of £12,000 plus bonus
- 25 days' paid annual leave plus bank holidays
- Discounted gym memberships, cinema tickets, theme parks and retail vouchers
- A contributory pension scheme

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges

JOB

DESCRIPTION

- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises
- This position will involve working weekends on a rota basis
- Your weekly shift pattern will be determined by the needs of the business and consequently start times may vary