

Contact Centre Executive - Lisburn

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Company: Sysco Ireland

Location: Castlereagh

Category: other-general

Contact Centre Executive - Lisburn

£11.44 p/h

increase to £12.12 p/h after 12 months

Flexible working

Wellness day

Service days

Discounted staff sales

Expert Training & Development

Looking for a new career full of opportunity?

Ready to work with a great team?

Then look no further than Sysco.

Being a part of Ireland's largest foodservice provider means joining a team that is passionate about the world of food and dedicated to the growth and support of the industry. Here at Sysco, our wide, national network aims to serve thousands of cafes, restaurants and bars

throughout the country that make up our customers.

Though we have always been a local organisation, being a part of Sysco means we retain an international focus that offers our employees the opportunities to learn, develop and pursue the career they have always wanted.

Summary:

If you are a self-starter, who is driven by the opportunity, in a customer facing environment where there is always a solution to succeed, then this is a role for you.

You will be an ambassador for Sysco in all that you do, working with integrity and a strong sense of customer first, you will be passionate about consistently delivering on the Customer Experience we promise to our Customers.

Key Accountabilities:

Act as the first point of contact with our customers through our contact channels, consistently displaying full ownership of customer requests.

Increase our customer's awareness of Sysco while working to ensure their relationship with us is strong.

Constantly put the customer at the heart of everything you do.

Process all customer enquiries, orders and general administration timely and accurately.

Develop and maintain product knowledge of our products and the prices while also being market aware of our competitors.

Able to take on board ongoing training and development, and strives to become better.

Build long-term sustainable working relationships with customers and related parties by being the Voice of Sysco.

Have the attention to detail.

Liaise with and support our field-based Sales Representatives to ensure that customers' pricing and orders are processed timely and accurately.

Requirements:

Essential

Willingness to engage in conversations with customers to determine suitability of products.

Capability of proving credibility with customers and building strong customer relationships.

Motivated and driven to deliver on time for our customers.

Excellent and accurate literacy and numeracy skills, attention to detail.

The ability to work in a busy environment.

Outstanding organisation skills and ability to prioritise work.

A keen interest in delivering superb customer service by seeing issues through to resolution.

A proactive approach to problem solving and issue resolution.

Flexible with the ability to work to across multiple shift patterns.

Desirable:

Experience in a similar role, which is an order capture role with some customer service elements, is preferred.

Proficient in Microsoft Outlook, Word & Excel and the ability to work with multiple IT applications in your day to day role.

Knowledge of Salesforce is desirable.

Ability to think creatively in proposing customer solutions.

On Offer

Flexible working possible - potential for hybrid / home working

Competitive Salary

Enhanced Annual Leave

Company Pension

Group Life Scheme

Wellbeing Day

Service Recognition

Learning & Development Programmes

STAR Award

Sysco Discounted Staff Purchase Scheme

Bike to Work Scheme

Lifestyle Savings Platform on a number of well know brands and retailers

Maternity & Paternity Pay

Tuition Reimbursement Scheme

Sick Pay

Strong Career Progression Opportunities

Employee Assistance Programme

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the business.

Sysco is a Equal Opportunity Employer.

#nijobs

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