



## **JOB DESCRIPTION: Customer Services Worker**

### **KEY FUNCTION:**

Sales order processing, issuing invoices for delivery and cash and carry customers, issuing credit notes, setting up sales accounts and dealing with all aspects of customer care.

Flexibility required but the general working week will be Monday to Friday with the usual hours of 9:00 and 18:00. You will be expected to do a late shift into the evening (not more than once a week).

### **MAIN TASKS:**

- 1) Communicating with Customers: face to face, by telephone, by email, fax and letter.
- 2) Receiving and inputting sales orders using a computer. Processing picking notes into invoices, mainly for the following day's deliveries, and contacting customers regarding out-of-stock items, substitutions, account balances to pay etc.
- 3) Preparing invoices for customers who have come to collect pre-collated orders, and checking their order prior to finalising the transaction.
- 4) Invoicing Cash & Carry Customers and processing payments made in cash, by cheque or by card.
- 5) Monitoring all orders in the system to ensure that all current picking notes are available for collators, and recording all current orders on the "run boards" for the reference of all concerned. Presenting all current and available special orders for inclusion with regular deliveries.
- 6) Following up new customer enquiries from initial call, involving sending out price lists, account application forms and establishing trading accounts.
- 7) Maintaining customer account details to ensure that they are up-to-date and accurate.
- 8) Responding to general customer queries about our service and product range and offering advice on best-selling lines and market trends. Therefore, an understanding and knowledge of whole-foods is a necessity.
- 9) Fielding customer complaints and responding to them in an appropriate and professional way.
- 10) To undertake other duties as deemed reasonable by the co-op.

# ESSENTIAL

## PERSONAL REQUIREMENTS AND ABILITIES

- 1) **Experience:** Telephone skills. Some sales or customer service experience, perhaps in a retail environment.
- 2) **Motivation and interests:** Whole-foods, vegetarian and organic, ecological and related products. Co-operative working. Team player who enjoys responsibility.
- 3) **Special aptitudes:** Ability to deal with customers both in person and by phone in a professional, positive and confident manner. Knowledge of computers either in Word or Excel, or keying in data.
- 4) **Personality and disposition:** Confident, calm and accurate under pressure. Good communication skills. Enjoys doing more than one thing at a time, multitasking. Has a positive attitude towards their work environment and colleagues.
- 5) **Additional responsibilities:** Members are expected to be flexible and adjust to the requirements of our ever-expanding business. After training, each Sales worker works no more than one late night a week to finalise invoices for the following day.

## GENERAL CO-OPERATIVE REQUIREMENTS & ABILITIES:

- 1) Participation in the running of the team and the co-operative as a whole.
- 2) Ability to work as part of a team and actively participate in team decision making.
- 3) Ability to show initiative, and to work independently without supervision.
- 4) Ability to take on responsibility, and complete tasks set through to the end.
- 5) Ability to share and exchange information with others.
- 6) As a Co-operative member, participate in the meetings and decision making processes of the Co-operative as a responsible co-director of the business.



## **JOB DESCRIPTION: Member of Essential Trading Co-operative Limited**

### **FUNCTION**

1. To collectively manage and develop the business of Essential Trading Co-op in order to fulfil the co-op's mission statement and current strategic business plans.
2. To act as a "care-taker" and "director" of the co-op, looking after the best interests of the coop & its members.
3. To further the principles of co-operation.
4. To make proactive contributions to the collective management and governance of the business.

### **TASK**

1. To make active contributions to collective management functions and processes of the co-op including: General Meetings, Management Committee, Team Meetings, Business Function Area Meetings and other working groups (as needs be).
2. To seek and be willing to undertake training and personal development in order to be a more effective co-op member.
3. To ensure that ones allocated work duties are fulfilled.
4. To actively seek and accept responsibility within the co-operative.
5. To promote worker self-management.
6. To further the co-operative principles and the co-operative movement.
7. To communicate openly and honestly with other members.
8. To keep up to date with all changes to policies and procedures.
9. To set an example of best practice as a co-op member.
10. To work collectively for the good of the co-op, not for self interest.

### **COMMITMENT**

Minimum of 2 years, preferably 4 years, for a minimum of 24 hours per week.

### **Coordinator of the probation period and pre-member assessment**

Personnel Team & your main Team area for a trial period until granted membership. All membership votes require 75% of votes in favour at a team level and also 75% of votes at a General Meeting or as a result of a Paper Ballot of Co-op Member.

Last reviewed: Oct 2018

# ESSENTIAL

## PERSON SPECIFICATION: Customer Services Worker

CRITERIA	ESSENTIAL	DESIRABLE	To be demonstrated at:	
			Application	Interview
<b>EXPERIENCE</b>				
Experience of using computers, word processing and spreadsheet applications (ideally Microsoft Office).	*		*	*
Working in a customer service role.		*	*	*
Working in a worker co-operative.		*	*	*
Working productively in a busy office environment.		*	*	
<b>KNOWLEDGE</b>				
Some background knowledge of worker co-operatives.	*		*	*
Some knowledge of the operation and structure of Essential Trading Co-operative Ltd.		*	*	*
<b>SKILLS</b>				
Well-developed interpersonal skills, e.g. ability to communicate in an appropriate manner.	*			*
Good oral communication skills, e.g. speaks clearly and concisely, good listener.	*			*
Good written communication skills, e.g. can communicate effectively with a range of readers.	*		*	
Ability to remain objective and professional.	*			*
Good organizational skills. Can work successfully with others and independently to administer multi-stage processes to achieve targets over some months.	*		*	*
Can work supportively in a team.	*		*	*
Can build and maintain strong working relationships.	*			*
Can remain calm and professional and work effectively when under pressure.	*		*	*

# ESSENTIAL

CRITERIA	ESSENTIAL	DESIRABLE	To be demonstrated at:	
			Application	Interview
<b>Qualities</b>				
Is supportive to colleagues. Demonstrates loyalty and commitment to co-workers and the co-operative. Can actively promote the co-op.	*			*
Anticipates problems proactively and shows initiative for problem-solving and generating new ideas.		*	*	*
Trustworthy with confidential information.	*		*	*
Flexible and willing to undertake a range of diverse tasks and to work the hours required for the successful completion of tasks.	*		*	*
<b>Other</b>				
Willingness to undertake external training.	*		*	
Can offer 1 years commitment	*			*