**Apprentice Business Administrator/Customer Service (Leigh-On-Sea, Essex)**

**REF: D2M**

**Apprenticeship summary**

**Apprenticeship standard Business Administrator Level 3 (A level)**

**Annual wage - £** **14,476.80**

**Working week - Monday to Friday 08:30am- 5:30pm (40 Hour week)**

**What will the apprentice be doing?**

***We have an exciting apprentice opportunity available to join our energetic team in our busy office where customer satisfaction is at the heart of everything we do. The role will include dealing with customers, data entry, filing, sending emails.***

***Job Requirements & Performance Standards:***

* You will be working with an experienced team who will pass on a wealth of knowledge, provide extensive training and 121 coaching to improve your skills.
* Your responsibilities in this role will include the following:
* Talking to customers, assisting with orders
* Answering messages and emails, timely and effectively
* Providing exceptional customer service through all channels
* Liaising with courier companies to track parcels
* Building a relationship with key customers
* Dealing with feedback and complaints to maximise customer retention
* Any other admin duties as required

**What training will the apprentice take and what qualification will the apprentice get at the end?**

Full training will be given leading to a recognised Business Administration Apprenticeship Standard Level 3 Qualification

Full on-the-job training will be delivered

Off-the-job training will be supported by our training provider - Davidson Training UK Ltd

You will complete the Functional Skills in maths and English up to and including Level 2 (if you don't already hold the equivalent)

All training will be delivered within the workplace during working hours

**What is the expected career progression after this apprenticeship?**

Progression to a full-time position with the company on achievement of the apprenticeship

**Desired skills and personal qualities**

* Communication skills
* IT skills
* Attention to detail
* Organisation skills
* Problem solving skills
* Team working
* Initiative
* Excellent written skills
* Excellent communication skills
* Experience in Microsoft Word
* Proactive
* Confident
* Hard working
* Willing to learn

**Qualifications**

* GCSE or equivalent English (Grade A\*- C or 4-9) DESIRABLE
* GCSE or equivalent Maths (Grade A\*- C or 4-9) DESIRABLE

**Things to consider**

We are looking for a bright and energetic team player who thrives on giving exception customer service and likes working in a fast-paced environment:

* Enthusiastic and focused on getting the job done
* Willingness to learn new skills
* Enjoys working as part of a team
* Takes pride in work and great attention to detail
* Cares about customers and making them happy
* Experience not necessary full training will be provided Benefits:
* On-site parking
* Full time
* Friendly office environment
* 8 hour shift (Mon-Fri)

**About the employer**

d2d produce bespoke hardware to architectural ironmongers, merchants, manufacturers, and fabricators. We are passionate about what we do and wholly committed to working with our clients to create successful products at realistic market prices.