

Employer Name SDK Environmental Ltd
Employer Address Acorn House
Aspen Way
Yalberton Industrial Estate
Paignton
TQ4 7QR
Contact : Miss Emma Brown
HR Officer
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Contact by : Email, Phone, Post

Number of Positions Two

Weekly Wage The current national minimum wage for apprentices is £3.30 per hour from 1st October 2015, which is £123.75 weekly. Pay will be reviewed and increments may be paid following progress reviews during the period of the apprenticeship.

Working Week Monday to Friday 9.00am to 5.00pm, with a working week of 37.5 hours, including the college release day during the technical certificate period of 11 weeks.

Future Prospects The apprentice will be trained to deal with incoming calls in each of the Customer Service Centre teams. There are opportunities to apply for permanent posts and in the longer-term to develop as a team leader.

Vacancy Location Yalberton Industrial Estate, Paignton

Employer Providing environmental services to local authorities, organisations, businesses and domestic customers. Pest control, Animal Control and Hygiene Services.

Positive About The Disabled We are committed to equal opportunities and welcome applicants from diverse backgrounds. Applications from all candidates will be considered on merit. Applications from disabled candidates which meet the minimum criteria will be guaranteed an interview.

Employer Website www.sdke.co.uk

Learning Provider Details

Provider	South Devon College	Duration of Course	Approximately 12 months
Occupational Area	Customer Service	Framework	Customer Service Level 2

Training to be Provided

- BTEC Level 2 Diploma in Customer Service (QCF) assessed in the workplace over a minimum of 12 months and classroom delivery one day a week for 11 weeks in college
- C&G Functional English Level 2 and Maths Level 1 – previous qualifications may exempt an apprentice from any/all of these elements
- Preparation for exams during college days, additional attendance may be needed to address any skills gaps
- Employment Rights and Responsibilities (ERR)

Skills Required

- Confident in speaking to customers and using scripts to respond to calls
- Excellent listening skills, even when dealing with complex situations
- Have a high level of good verbal communication
- Adopt a customer-focused approach
- Excellent keyboard and data entry skills, to ensure that information is recorded accurately
- Recognises the need to maintain confidentiality and does so
- Remains calm when dealing with customers and can work under pressure
- The skills to work as a member of a team
- Attends work regularly and punctually

Qualifications Required

- No experience required
- Good level of spoken and written English
- Computer literate
- The apprentice will need to have a DBS check (funded by the employer)

Personal Qualities

Motivated to perform at a high standard
Enthusiastic about the role
Most important is a willingness to learn

Vacancy Title Apprentice Customer Service Adviser

SDK Environmental has been delivering quality environmental services to high-profile council clients throughout the south of England for over 20 years and continues to thrive in the austerity climate. The headquarters are at the Paignton base where the business administration is based.

The apprentice customer centre adviser will

- Answer incoming calls and deal with customer enquiries
- Identify the service required, schedule appointments and record information accurately
- Take responsibility for each call from start to completion

The main tasks

- Provide excellent customer service at all times
- Answer incoming calls within time limits using SDK scripts to respond to callers
- Identify customer needs and schedule appointments to technicians' calendars, entering data accurately on the system
- Answer callers' queries, giving accurate information, managing expectations and seeking further information when own knowledge does not cover specific questions
- Using SDK systems, record customer details and allocate to the correct council accurately
- When requested by the Customer Service Manager, return calls to customers whose calls appear in the Support Box, answering queries, scheduling or re-scheduling appointments as necessary
- Complete administrative tasks as requested by the Customer Service Manager
- When dealing with a complaint or agitated caller, use customer service techniques to defuse the issue and pass the call to the Customer Service Manager