

DESCRIPTION FOR CANDIDATES

Title:	Customer Services Assistant
Salary:	£20,000 - £25,000 (pro rata)
Location:	Loughborough
Hours of Work:	40 hours/week
Start Date:	August/September 2022
Duration:	Full-time Permanent
Responsible to:	<i>CEO:</i> Martin MacDonald <i>Head of Nutrition:</i> Sarah Duffield

SUMMARY OF POSITION

The Customer Services Assistant role is an exciting opportunity to join a young, vibrant and world-renowned company in the field of nutrition. Be part of a unique and developing core team in a fast moving and ever adapting environment where your opinions and thoughts can be heard.

This is a vital position where accurate, professional, and timely customer service must be delivered to our customers via e-mail, telephone, and social media, as well as at our in-person events. You will be required to use vast communication skills and flexible problem-solving skills to assist customers of The Mac-Nutrition Collective across a wide variety of enquiries in a positive manner, by considering how to provide the best experience from the customer's perspective. You will also support our events co-ordinator in the planning, organising and execution of our events.

The Mac-Nutrition Collective is a syndicate of companies working to promote & further evidence-based nutrition, through education (www.Mac-NutritionUni.com), mentoring (www.Mac-NutritionMentoringLab.com) and consultancy (www.Mac-Nutrition.com & www.Martin-MacDonald.com).

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

Essential

- Excellent typing skills and phone manner
- Customer-orientated to deliver the highest standards of customer service
- Computer proficiency with IT systems, MS Office, Web Browsers and Mac Mail/Gmail
- GCSE (or equivalent) in English Literature and Language (Grade B or above)
- GCSE (or equivalent) in Maths (Grade B or above)

Desirable

- Experience within a service-based industry, administration, personal assistant or customer service role
- Ability to touch-type
- Aware of The Mac-Nutrition Collective and our activities
- BSc or BA (2:1 or above)

ESSENTIAL SKILLS AND ABILITIES

Essential

- Ability to communicate clearly and fluently, in English, both verbally and in written form
- Demonstrate a strong sense of ownership and teamwork
- A good ability to understand written communications and compose grammatically correct, concise, and accurate written responses
- Ability to prioritise own workload, and balance conflicting demands and tight deadlines

PERSONAL DISPOSITION

- Displays an energetic, positive, helpful, 'above and beyond', 'can-do' attitude
- Willing to support others in the pursuit of business goals
- Highly motivated with a passion for the brand vision

KEY OPPORTUNITIES AND ACTIVITIES/DUTIES

- Providing excellent customer service to enquiries from the public, our clients and students, prospective clients and students, the media and other businesses via a range of communication channels (e-mail, telephone and social media)
- Handle dissatisfied customers by empathising, apologising and being solutions-focussed to resolve issues via e-mail, telephone or face-to-face
- Maintaining student and customer records within our database; processing customer bookings, orders and payments; running student and customer audits; filing and all other basic office duties
- Being a key part of the team that organises and runs Mac-Nutrition Collective and Martin MacDonald events including, but not limited to; researching and purchasing event merchandise; processing & recording event bookings/orders; researching and liaising with event venues
- The successful candidate will be put through various Communications and Marketing training to develop their skills
- Any other duties as may be requested

APPLICATIONS

Please complete the application form by following [this link](#)

Deadline for applications: Sunday 24th July 2022