

## JOB DESCRIPTION

**Hague Dental Supplies Ltd**  
Horsham (RH12), West Sussex

**Job Role:** Customer Services Assistant  
**Reporting to:** Customer Services Manager  
**Team:** Operations  
**Key Relationships:** Customer Services Manager, Director of Operations, Engineers Team, Warehouse Team, Marketing Team, Finance Team, and Projects Team.  
**Salary Offer:** £20,000 –£25,000 per annum, depending on experience.

Hague Dental sells, installs, repairs and services non disposable dental products (chairs, x-rays etc). It also specialises in providing turnkey services for dentists wishing to design, build and fit out a new dental practice. The company has an excellent reputation and has won numerous awards.

Due to our continued growth, we have an exciting opportunity for an enthusiastic Customer Services Assistant to join our dynamic team.

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### KEY OBJECTIVES:

To provide an excellent level of service to all new and existing customers and clients  
To organise and monitor Engineering activity inclusive of reactive, PPM and installations  
To assist with Engineer diaries and ensure they know where they need to be each day

### Responsibilities required to meet Key Objectives:

- To maintain a positive relationship with clients
- Keep clients well informed for each engineering visit
- Ensure the correct Engineers are dispatched
- Ensure payments are made by each client in the correct timescale
- Manage the company CRM system keeping relevant information up to date, especially for new customers
- Completion of relevant paperwork and administration tasks as required
- Liaise directly with the Warehouse team to ensure parts and kits are readily available and dispatched to sites for planned Engineer's visits
- Answer telephone and email enquiries in a prompt and efficient manner
- Adhere to the brand standards for communication at all times
- Handle any complaints where possible and escalate through the appropriate channels when necessary.
- Process payments for Engineering where needed including upfront payment for those yet to complete a credit agreement in full
- Assist the Head of Customer Services with any tasks as required

### **Person Specification:**

- You must possess excellent communication skills for effective interaction with diverse groups of people
- Have a broad knowledge of administration processes
- You must possess a friendly personality to be easily approachable by all persons by being polite and thoughtful
- You should have a good, current knowledge of IT; ability to find your way around the computer system and other related gadgets with the minimum amount of guidance
- Previous experience of working in a related field, or dealing with people whether face-to-face, over the telephone or by email
- Possession of good math skills to be able to perform simple calculations on the spot (either with or without a calculator)
- Ability to work effectively as part of a team
- Ability to maintain positive disposition and be effective at work even when under pressure
- Ability to be patient with customers no matter how difficult they might be
- Ability to work to and deliver on given deadlines
- Ability to multitask and still work effectively
- Be punctual and have ability to manage own time effectively