

Job Description

Job title	Windows and Doors aftersales technician
Reports to	Emma Platt
Line Reports	
Permanent/Temporary /Fixed Term Contract	Permanent
Business Area & Department	Green Building Store – Windows Department
Base Location	Huddersfield
Date	May 2022

Job purpose

The Customer Support Technician will be responsible for taking initial aftersales enquiries. Answering questions or guiding clients through the problems they may have regarding their windows and doors, both over the phone and via email. Liaising with the factory and the Aftersales Manager to provide solutions, ordering parts and scheduling site visits when needed. Strong communication skills are needed; both verbal and written, along with the ability to remain calm in a stressful situation. This role would particularly suit someone wanting to make that transition from a site based role to office based. A good understanding of the mechanics of windows and doors is essential.

Key responsibilities

- Taking initial aftersales phone calls
- Managing the aftersales email inbox
- Talking clients through door and window adjustments
- Giving advice to installers on site
- Dealing with warranty claims
- Working out solutions to problems
- Providing quotations for remedial work
- Ordering parts and being responsible for the goods in system
- Posting parts to site or actioning a visit to site
- Booking in visits for the site team
- Keeping clients up to date with the progress of their enquiry
- Working with Green Building Store's various software packages to ensure that customer records are maintained effectively
- Be an ambassador for Green Building Store in your dealings with customers

Authority for making decisions

N/A

Internal relationships

Contact job title	Area/Department
Managing Director	Consult, seek approval
GBS Group Team	Consult, seek approval
Windows department and its leaders	Consult, seek approval

External relationships

External contact details	Nature of the external relationship
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Job Description

Customers	Advise, Consult
Suppliers / Contractors	Advise, Consult

Education & qualifications

Desirable	Essential
<ul style="list-style-type: none"> Joinery or fenestration What quals? Education demonstrating your numeracy, literacy and technical aptitude, e.g. A'levels, HNC or degree demonstrating technical competence Is this level necessary? 	

Work experience

Desirable	Essential
<ul style="list-style-type: none"> Aftersales experience or experience of problem solving as part of your role Managing goods in or ordering of stock Experience of planning site work Working with customers 	<ul style="list-style-type: none"> Joinery or window fitting experience or other relevant site experience

Technical competencies

Technical competencies
<ul style="list-style-type: none"> Good level of computer literacy and ability to quickly learn new software

Behavioural competencies

Behavioural competencies
Ability to build strong relationships in a professional and friendly manner
Highly organised
Excellent communication skills; verbal and written
Can multi-task and work to deadlines
Able to work as part of a team
Ability to work effectively with limited supervision after initial training period
Maintain professionalism at all times
Able to solve and deal with problems in a calm manner

Signatures & dates

Line Manager	Employee
Name	Name
Date	Date