



Atlantic Careers: Customer Services & Maintenance Planner Vacancy

Atlantic Ltd is a long established family owned company with over 40 years in the Beer Dispense industry. We work with major alcohol brands across the whole of the UK. Due to our expansion we are recruiting!

Location: Head Office, Clacton-On-Sea

Salary: £8.87 Weekday Rate /£9.43 Weekend Rate

Hours: Shift work (minimum 16 hours per week)

Type: Permanent

Role Objective:

Based at our main call centre, the core element of this reactive role is to deliver excellent customer service, managing service and repair needs of our customers whilst supporting and scheduling a team of engineers.

Day to day duties will include:

- Taking inbound calls from Breweries and the Customers who have issues with their dispense equipment.
- Logging Job requests on to our systems.
- Planning and dispatching Engineers
- Ensuring skill sets match the job assigned.
- Ensuring customers SLAs are met.
- Administration to close completed jobs.
- Monitoring ongoing repairs
- Reporting on SLAs and KPIs as outlined.
- Work towards individual KPI's.

Essential Skill Requirements:

- Previous telephony experience (inbound or outbound).
- Administration experience (at least 6 months recent office experience).
- Ability to problem solve.
- Have excellent Customer Service Skills.
- Have a good telephone manner and confidence to speak to customers.
- Be able to work in a fast paced environment.
- Be well organised and able to prioritise work load.
- Be able to handle challenging situations.
- Be computer literate and proficient in IT packages such as Word & Excel.
- Minimum GCSE grade A-C in English & Math (or equivalent).

The following Skills are not essential but would be a distinct advantage:

- Previous Planning or Scheduling experience.
- Technical experience in the Dispense industry.
- Pub experience would also be advantageous.

**If this position would suit you please forward your CV and covering letter to Helen.Sykes@atlantic.org.uk
Or for an informal chat or more information please call Helen on 01255 224640 and select option 6**



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Sample Shift Pattern:

Our operating hours vary slightly throughout the year; please see a sample summer month below.

We can offer flexibility on days although everyone is required to work 3 weekend days per month (1 full weekend and 1 extra weekend day per month).

	M	T	W	T	F	S	S
WK1	13:00 - 21:00		10:00 - 18:00		13:00 - 21:00		
WK2	10:00 - 18:00	13:00 - 21:00	13:00 - 21:00			09:00 - 15:00	10:00 - 18:00
WK3		10:00 - 18:00	13:00 - 21:00		13:00 - 21:00		
WK4			10:00 - 18:00	13:00 - 21:00	13:00 - 21:00	14:00 - 20:00	

We could accommodate a weekend only or an evening only contract (once training completed, training takes place Monday to Friday daytimes).

Remuneration Package

- Salary: £8.87 Weekday Rate /£9.43 Weekend Rate.
- Minimum 16 hours per week.
- Workplace Pension.
- Full on the job training with options to undertake further learning.
- Flexible hours.

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