



Customer Service Assistant

Hours: Monday to Friday 09:00 to 17:30 with occasional overtime available (Part-time applications considered)

Location: Physical Company, The Works, Stokenchurch, HP14 3RR

Salary: £23,000 - £26,000 dependant on experience.

About the company

Physical Company is a fun, fit, ambitious company that manufactures and distributes market-leading fitness equipment and solutions to the UK's commercial gyms, wholesale markets, and direct to retail customers.

We've been trading for over 35 years and enjoy a strong reputation in the fitness and leisure industry, with a huge portfolio of best-in-class products and a mission to exceed expectations every time, whoever the client and whatever the brief.

Exceeding expectations isn't just about our products, either. It's also about culture, values and service. As a family-owned business, we put people at the heart of things. We recruit our whole team with our customer-centric ethos in mind, we're big on teamwork – it's 'we rather than I' at Physical– and embedded in our values is a desire to: 'Create an awesome place to work.'

About the job

You will be working with a small team of staff dealing with new customer enquiries, order follow-up and supporting our nationwide customers. You'll play an important role handling customer orders from start to finish.

Duties:

- Process customer orders (via web, email, phone & walk ins)
- Answering the phone & dealing with customer queries
- Answering Live Chat website queries
- Updating supplier orders with key information
- Assisting Procurement & Marketing team with administrative tasks

PHYSICAL[®]

Required Qualifications / Attributes:

- Excellent spoken English
- Excellent telephone manner
- English & Maths A-C GCSE or equivalent
- Good typing skills
- Desirable Skills of the Customer Service Assistant:
 - o Previous Telesales experience
 - o Experience with the Customer order lifecycle
 - o Knowledge of MS Word & Outlook

Benefits

- Gym access
- Company Pension
- Free parking on-site
- Company bonus scheme

If you are interested in this position, please email your CV to hr@physicalcompany.co.uk