

Job title	Customer Success Agent	Reporting to	Customer Success Manager
Location	CASCO Pet HQ, UK (Horsham, West Sussex)	Position type	Hybrid working / 3 days per week / 8.30sm – 5.30pm

The Company

CASCO Pet is a global business specialising in pet and aquatic shop fitting and revolutionary veterinary clinical housing with manufacturing and sales operations around the world. We are proud of our reputation for innovative and flexible designs which place us as the market leader in the pet and veterinary industry. Our sales ambition is matched by the highest commitment to customer service.

We are looking for a team player, highly ambitious, forward-thinking with a passion for customer service. The role requires high attention to detail, and the aptitude to build excellent relationships with internal and external clients.

Job Description

Required to undertake all areas of administration relating to the customer service side of the business. Work with the team to ensure tasks are completed as required.

Key accountabilities - main areas of responsibility	Time allocated
Helpdesk <ul style="list-style-type: none"> • Manage cases on CRM System (Log calls/cases, update and resolve cases, update store information) • Raise customer's shipping documents • Regular review of helpdesk email account and management of customer stock orders • Assist Helpdesk Manager with technicians' service logistics • Review paperwork email account and file accordingly once relevant departments have actioned • Troubleshooting and technical assistance to stores • Regular update of service schedule and maps • Assist Manager in planning installations and allocating technicians • Take orders over the phone from customers • Add new Stores into CRM system and update existing stores with new information • Liaise with customers to obtain Purchase Orders • Booking pallets with freight company when required • Arrange couriers' collections when required 	80%
Other <ul style="list-style-type: none"> • Create and amend processes and manuals • Tracking Parcelforce shipments and arranging collections • Assist with invoice queries • Issue Daily Report and escalate relevant issues when Manager not available • Raise glass quotes to customers 	20%

<ul style="list-style-type: none">• Regular review of LiveChat• Assist finance team with paperwork enquiries• Raise International orders		
Contacts - External		Contacts - Internal
<ul style="list-style-type: none">• Customers• Suppliers• Contractors	<ul style="list-style-type: none">• All national and international departments• All subsidiaries	
Qualifications, skills, experience and benefits		
Qualifications <ul style="list-style-type: none">• Good standard of general education (GCSEs in Math and English)		
Experience <ul style="list-style-type: none">• At least one years' experience in a similar role in a fast paced, global, dynamic environment		
Skills <ul style="list-style-type: none">• Aquatic knowledge will be an advantage• Excellent written and communication skills• Ability to work under pressure• Excellent organisational skills• Excellent time management and prioritisation skills• Excellent people skills• A positive 'can-do will-do' attitude• Excellent problem solving skills• Ability to use own initiative• Due to the diverse markets CASCO operate in, additional languages would be an advantage• Ability to troubleshoot• Excellent attention to detail• Quick learner		
Incentive Scheme		
<ul style="list-style-type: none">• Hybrid working opportunities (home equipment provided)• Bring your dog to work, subject to the company's Petiquette guidelines• 22 days leave, plus bank holidays per annum. Plus an additional day's leave for each completed year of service, up to a maximum of 25 days• Plus a day off to celebrate your birthday*• Annual profit related bonus• Wellbeing Health Scheme• Employee Assistance Programme• Company pension• Free on-site parking		