



Customer Service Assistant

As Tech Unlimited enter its 6th year we have an exciting position that will grow with the company.

An opportunity to join a business in its infancy & learn about all aspects of business.

This position is vital to us hitting our ambitions & has no ceiling to what it can become.

TU are a value-add distributor in the IT industry, we have seen stellar growth & have a team of 10 people.

Our USP is being experts in our field & providing high customer service levels.

Born out of **experience**, **old values**, and a **gap in the market**, we are a **device accessory** and CE specialist distributor focused on **education** and **B2B**. We believe there is a better way of doing **distribution**, adopting a more **personalised** and **flexible** approach where resellers do not feel second best to their distributor.

Our goals are to make our customers feel **valued** by saying 'yes' to channel demands, make **quick decisions**, and be **flexible**. With the team's combined years of experience and knowledge of how a distribution partner can work best for resellers, our mission is to bring **new business** into **new markets** by building a lasting **brand loyalty** within the channel.

Location: We are looking for someone living in Hertfordshire or North London.

Place of work: This is a hybrid role between home and Spaces in Hemel, with a good balance of work from home & office.

Job Title: **Customer Service Assistant**

Work Location: Spaces Hemel Mon- Fri, 9:00am - 5:00pm

Job Type: Full-time and Hybrid

Department: Operations

Responsibilities & Duties

- Communicating with customers before & after sales
- Processing sales orders
- Dealing with customers enquires & concerns

- Maintaining an in-depth understanding of the company's products & services
- Helping manage overflow from colleagues
- General assisting & ad-hoc duties

Essential Requirements

- Confident with all Microsoft Office packages
- Previous office/admin experience
- Good telephone manner
- Good written & verbal communication skill
- Appetite to learn
- Organised with a high level of accuracy
- Able to prioritise a changing to-do list
- Comfortable working individually & as part of a team
- Located in Hertfordshire or North London
- Driving license & ability to travel

Benefits

- Competitive salary
- 25 days annual leave per annum
- Mentoring
- Fantastic opportunity to learn & grow
- Flexible working from home
- Summer Friday early finish