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At Lesters we’re a family-owned business with forty years of heritage. We’re friendly, responsive, and have grown by being a true business partner to our clients. We have big ambitions. We’ve invested heavily in facilities, technology and people to create improved capability, capacity and efficiency. We’re on an exciting journey to shake up the industry and we want to take you with us.

**JOB SUMMARY**

**The Role:** Apprentice Customer Service Practitioner.

Starting at entry level you will build your skills and experience in an Internal Sales / Customer Service Office, whilst working towards a level 2 Customer Service Practitioner qualification. The ideal person should be willing to learn and keen to develop further within our company.

This is a customer facing role for a candidate with a warm and welcoming telephone manner.

The department provides excellent service to the customer, right through the process from order to delivery. This role will be to support this core function, ensuring the customers get the best possible service, in a responsive manner.

The ideal candidate is someone that wants to work within the field of internal sales/customer service who wants to learn and understand every aspect of the Company. To learn and understand the product, to question procedures and the ‘this is the way it’s always been done’ mentality.  Always looking to strive, push and progress.

**Key Duties**

You can expect to be:

* The first point of contact for customers and visitors, answering the door, telephone calls and emails, in a friendly but professional manner.
* Carrying out a range of customer service and administration tasks such as;
* Filing of orders
* Running reports for orders placed
* Checking acknowledgements against reports
* Data inputting including working on Spreadsheets
* Collating information for management or other colleagues as required.

**Our Ideal Candidate**

The ideal candidate will:

* Possess good maths skills
* Possess good written skills
* Work accurately
* Be customer focused with excellent communication skills
* Be able to work under own initiative
* Think methodically
* Be organised

**Personal qualities**

* A desire for continuous personal and professional development
* Driven and motivated to succeed
* Hardworking, flexible and reliable
* Tenacious
* Inquisitive
* Works well in a team

**Future prospects**

A permanent position, with a variety of progression opportunities, will be available for the right candidate on successful completion of the apprenticeship.

During the Apprenticeship, the Company would identify in which areas the candidate excels and facilitate progression within the Company, in those areas or roles.

**What is on offer?**Working hours: 9.00am to 5.00pm Monday to Thursday and 9.00am to 3.45pm on Fridays.

Pay: staring at National Minimum Wage – Apprenticeship Rate (£167.70 per week)

Holidays – 21 days per year plus 7 bank holidays

Christmas closedown

Applications

If you’re always thinking “What’s next?” rather than “That’s it.” and if you want to become an integral part of a forward-thinking ambitious organisation, we’d love to hear from you.

To apply, email your CV or complete our application form, which is available to download, to our HR Manager by clicking ‘to apply’. Alternatively you can apply via this link <https://www.findapprenticeship.service.gov.uk/apprenticeship/reference/1801046?_ga=2.30516223.1145645938.1639559975-2027427831.1606208636>

**We’re Lesters, the large packaging specialists, and we deliver more**