

## Vacancy

### Customer Service & Administration Support Assistant - Full Time. Apprenticeship available

#### Job description

Dart Harbour is a 'Trust Port' in one of the finest natural harbours in the UK and manages the River Dart from Dartmouth to Totnes. We have an exciting opportunity to join our busy support team, who are all passionate about what we do and eager to get involved in the wide range of tasks that come our way. As a small team we support each other, making this a great place to work – team barbecues and brunches, social activities and a lively and friendly atmosphere are a key part of our team spirit. We are very keen to invest in our people – offering a great range of learning, experience and training providing opportunities to progress.

You need to be comfortable working in a fast-paced environment, be self-motivated, organised and enjoy the challenge of delivering excellent customer service patiently and professionally. You will be providing all aspects of Customer service and administration, including but not limited to data input, taking payments over the phone and in person, general administration, post handling, electronic filing, and issuing invoices. You will also ensure that customer records are kept up to date and accurately recorded on our Harbour systems. This is a full time position but flexible hours can be considered but it will include weekend working on a rota during the season.

This role would be suitable for a candidate with enthusiasm but limited experience, as we are offering the option of an apprenticeship through South Devon College. Exact details of this will be tailored to the successful applicant.

#### The Person:

You will have a confident, outgoing and friendly personality with strong communication skills, complimented by your excellent attitude to customer service. The successful candidate will play an important role in the harbour office team, interacting with customers, providing product information, taking orders, processing payments, resolving queries, issuing refunds and maintaining our records appropriately in line with the Harbour's procedures and GDPR compliance. Training will be provided in our Harbour Assist operating system and in the operations of the Harbour. There will be the opportunity to spend time on the water, and learn some seamanship skills, to improve your knowledge of how the harbour works.

#### Skills and Experience Required

- Familiarity with MS Office and Teams
- Handling telephone calls and providing information to clients
- Good listening, verbal, literacy, and numeracy skills. Attention to detail is essential
- Processing quotations, orders, and invoices on the company system.
- Supporting and managing customer relationships.
- An interest in the river and boating is desirable
- Experience in customer service preferable, but not essential.
- Good interpersonal skills and a bright and positive attitude are essential

**Benefits include:**

- Competitive salary – £16,000 - £20,000
- 25 days annual leave plus bank holidays
- A very generous Contributory Pension Scheme
- Private medical insurance
- Cycle to Work Scheme
- Life insurance
- On-site parking
- Sick pay
- Training

If you fit the profile and are up for the challenge, we would love to hear from you!

Work Location: One location Dartmouth

**Application Method:**

Email your CV and covering letter to [office@dartharbour.org](mailto:office@dartharbour.org)

Application deadline: 03/03/2023

**Additional Information:**

We are an equal opportunities employer, and we welcome applications from all suitably qualified persons regardless of their background, which helps us to provide a diverse and inclusive working environment