# Job Description

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| **Primary Information** | |
| **Job Title** | Advanced Apprentice – Customer Service Coordinator |
| **Division** | Tarmac |
| **CRH Leadership Level** | Individual Contributor |
| **Location(s)** | United Kingdom |
| **Function** |  |
| **Direct reports** | N/A |
| **Key Contacts** | |
| **Hiring Manager** | Distribution Manager |

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| **Position Overview** |
| **Purpose and scope of the role.** |
| The role focuses on providing a professional distribution service to customers, accurately and efficiently taking orders .  It will involve negotiating that will result in logistically sound planning schedules that accounts for the customer  needs, ensuring optimisation of the available plant network and cost-effective utilisation of the vehicle fleet.  The role apprentice will grown professional and personally, developing and maintaining rapport and effective working relationships with both Internal and External stakeholders. |

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| **Key Tasks and Responsibilities** |
| In this role, you will:   * Gain product knowledge and become an expert in order processing. Using the telephone and IT systems to input orders from customers. * Develop knowledge of IT systems used internally and by customers * Through knowledge and awareness of our products and processes, lead regular communication with other areas of our business such as the Transport and Operations Teams to understand any issues affecting orders. * Dealing with queries affecting customer orders. Your role would be to keep customers aware and informed. * Working collaboratively with the team to build a culture of continuous improvement in our customer service experience. Think teamwork and communication to positively influence how we do what we do! * Taking pride in all work completed and being determined to succeed! |

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| **Key Characteristics** |
| For this role you should be/have:   * Teamwork – Involves others in daily activities * Communication – Effective communication through product and process knowledge gained during apprenticeship period * Driving improvement – Suggests ideas and looks to continuously improve * Developing capability – Is self driven to develop * Thinking skills – Identifies problems/improvements to processes and is happy to tackle basic problems * While learning in your day-to-day role, you will complete the Level 3 Customer Services Coordinator Apprenticeship learning standard. Your college will be the Tarmac Commercial Academy and delivered in house. For further details of the knowledge, skills and behaviour’s developed within the learning pathway see the link <https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-specialist-v1-1> |

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| **Key Functional Competencies** |
| We want our early careers programme joiners to be individuals who’ll demonstrate -   * A drive to succeed - We **empower** our early careers joiners to bring the real ‘you’ to the workplace. * Willingness to learn - We want you to **grow your own way**, within your day-to-day role, learning about the wider business and our industry. * The ability to be agile - Demonstrating adaptability and having a **positive impact** within your teams. * Excellent relationship building skills - **Better together**! You’ll be someone who values the benefits of working within a team environment, and being part of a culture where you’ll be encouraged to contribute |

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| **Tarmac / CRH Behaviours** | |
| **Behaviours** | |
| **Shape our future** | **Customer Focus -** Building strong customer relationships and delivering customer-centric solutions.  **Self-development -** Actively seeking new ways to grow and challenge using both formal and informal development channels. |
| **Drive our impact** | **Action Oriented** - Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm.  **Drives Value** - Consistently achieving results, even under tough circumstances.  **Situational Adaptability -** Adapting approach and demeanour in real time to match the shifting demands of different situations. |
| **Inspire our people** | **Collaborates** - Building partnerships and working collaboratively with others to meet shared objectives.  **Communicates Effectively** - Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.  **Fosters Inclusivity -** Recognises the value that different perspectives bring to an organisation.  **Instils Trust -** Gaining the confidence and trust of others through honesty, integrity, and authenticity. |

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| **Education** |
| Educational Qualifications required for the role of Customer Service Coordinator:  GCSEs A-C or numbered equivalent (9-4) in both English and Maths​ |

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| **Other** |
| **Advanced Apprentices** – with support from your Line Manager, you will have an individual development plan (IDP). This is a simple and effective way of keeping track of your development, identifying your needs and agreeing and implementing a solution. |