



Job description – Nights Customer Service Administrator

Contract: Full Time

Why Freshview?

If there's one word that encapsulates the ethos of Freshview Foods, it's 'excellence'. This applies to the quality of the produce we deliver as well as the levels of service we offer to our customers.

At Freshview Foods, we understand that commercial success is driven by talented employees and loyal customers. Just like our dedicated team members, who constantly go the extra mile to ensure our company's high standards are maintained and exceeded, Freshview is committed to ensuring our people feel safe, valued and engaged.

What you'll be doing

You'll be using your excellent IT and communication skills to process customer orders with our bespoke booking system. You will be confidently dealing with some inbound calls and customer queries as well as accurately data inputting orders from external customer portals, answerphone messages, emails and online orders.

You will be responsible for general administration tasks such as invoicing, placing orders, checking and collating paperwork and data entry onto our internal database.

Liase with the transport department to ensure that we meet our customer requirements and provide an excellent service putting CARE at the centre of everything we do.

This is a full-time contract, 40 hours, 4 shifts per week.

Based at: Freshview Foods Ltd, Unit 2 Lowfield Drive, Wolstanton, ST5 0UU.

Start and finish times vary but is usually 7pm, until 6am - flexibility is required.

Salary: £12.49 per hour

Your responsibilities

- Accurately process customer orders via email, answerphone messages and external customer portals.
- Respond to customer queries as quickly as possible.
- Collate internal paperwork ready for Drivers.
- Support and liaise with the Nights Warehouse Operations team ensuring they understand customer requirements.
- You will be responsible for highlighting shortages placing orders with some suppliers.
- Data entry onto internal databases.
- Confidently undertake general administration tasks as required.
- You will take a proactive approach to understanding the produce that we supply.
- To undertake any other reasonable request as directed by your line manager.

Skills & experience

- Excellent Data Entry Skills.
- Outstanding communication skills.
- Experience using bespoke systems and Microsoft Excel to a high level.
- Confident telephone manner.
- Proven attention to detail.

Personal qualities

- Ambitious - to always provide customers with an excellent service.
- Ability to work calmly in a fast paced environment
- To show Respect to our colleagues, customers and the community.
- Flexibility and adaptability to go the extra mile.



WHAT'S IN IT FOR YOU?

28 days holiday pro rata (including bank holidays),
plus extra holidays for long service (up to 5 days)

Employee discount on our
produce

Enhanced maternity/paternity package

Company events

Cycle to work scheme
(we'll cover the cost initially so you
can get your bike tax-free)

Life Insurance cover*

A generous thank-you bonus if you 'recommend a friend'
to work with us too. Lots of people work alongside their
loved ones at Freshview

Training and development opportunities open
to all.

Birthday card on your birthday

Free Health Insurance*

Wellbeing resources, including Mental Health First Aiders
and access to free health and wellbeing services such as
counselling and physiotherapy. Your wellbeing is a top
Priority

Christmas food hamper

Free fruit at work

*With 12 months service