



The DyslexiaShop

**50 Victoria Street
Felixstowe
IP11 7EW**

<https://www.thedyslexiashop.co.uk/>

Customer Service Assistant *working towards the Level 2 Customer Service Practitioner Apprenticeship* [Customer service practitioner / Institute for Apprenticeships and Technical Education](#)

Company Overview

The Dyslexia Shop is a family run business based in Felixstowe, Suffolk which stocks thousands of carefully selected products to help people with Dyslexia and other special educational needs/learning difficulties.

The company has been trading for 15 years and prides itself on outstanding customer service and expert, friendly advice.

Role Overview

As Customer Service Assistant you will form part of our “front line team” as the first point of contact for enquiries received over the phone, emails and visiting customers. We will provide full product knowledge and training to equip you to deal confidently with customer enquiries, taking orders and payment transactions.

Your core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace either virtually or face to face. Providing customers with information, advice, and guidance with in-depth knowledge of your products, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction

Key Duties

- Assisting customers with product queries received via email, telephone and visiting customers
- Order processing
- Recording stock levels and adding these items to purchase orders
- Working well withing the team to allow queries to be delt with effectively
- Handling payments via card terminal
- Ensuring high standard of housekeeping, health and safety and security
- Delivering hight quality customer service and after sales care
- Know sales targets and goals you need to deliver against

Job Description

This is a fixed term position from the commencement of the apprenticeship until completion of the apprenticeship qualification which is expected to be in the region of 22 months in total.

The role is based on 25 hours a week, including study time to complete the mandatory 20% Off the Job Training study time within those hours to complete the **Level 2 Customer Service Practitioner Apprenticeship** [Customer service practitioner / Institute for Apprenticeships and Technical Education](#)

- Working hours will be Monday-Friday 9.00 am -2pm.
Overtime may be available during busy periods.

Desired Skills

- Problem-solver
- Organised
- Accuracy
- Able to use IT and record information including Excel
- Patient
- Honest
- Strong communication skills and the ability to build excellent relationships with all customers, team members and management
- Tenacity and positivity with a strong drive to succeed

Desired Personal Qualities

A team player with a positive attitude who is trustworthy, methodical, and dependable. A self-motivated individual looking to increase their knowledge base and engage with all areas of the business.

Qualification's

- GCSE at Grade 4 or above in Maths and English
- Desirable ICT qualification and/or knowledge of Microsoft, Outlook

Entry onto the apprenticeship is subject to an initial assessment to establish course suitability. Ideally applicants should have at least 4 GCSEs including English and Maths at grades 9- 4.

Reward

- **Salary** Minimum of £4.30 per hour National Apprenticeship Minimum wage
- **Holiday** 140 hours per year including Bank and Public Holidays

To apply for this role, please register your interest by emailing your CV and accompanying letter to: apprenticeships@suffolk.gov.uk