



### **Customer service/order processing**

- Saturday - 8.00 - 14.00
- Sunday - 13.00 - 18.00

Contract - permanent

Salary: £24,948.99 pro rata + Monthly + Bonus

Location: Totton, Southampton

### **About Us**

Trading since 1995 Harvest Fine Foods was one of the largest Independent Food Service providers in the South of England. Having recently been acquired by Bidcorp, we now have all the opportunities of being owned by a Global organisation, whilst retaining our independence and family-run feel.

With a broad clientele base covering restaurants, hotels, schools, hospitals, and many other sectors, we are renowned for offering first-class service levels to our customers.

Our extensive product range includes high-quality butchery, chilled, and frozen, ambient, and fresh food, and a range of non-food sundries.

Harvest is now looking to recruit Customer Service/ Telesales Executive for our sales team. We invite you to our website: [www.harvestfinefoods.co.uk](http://www.harvestfinefoods.co.uk) to get to know all things Harvest.

## **The Role**

As the first point of contact for all our customers, you will be a strong communicator, self-driven to achieve targets and a team player dedicated to providing excellent customer service when dealing with queries in what can be a fast-paced, busy, and challenging environment.

There is no cold calling involved in the role, you will speak with an established and loyal customer base expecting your call.

Your role within the Telesales team is support with inbound and outbound calls, customer complaints and queries and order processing.

You will work closely with other departments within the business including Warehouse, Transport, Purchasing, Field Sales, and Accounts, to ensure the best possible experience is received by our customers.

Every day is different, and you will learn something new. Seasonal changes in products, chefs working with some foods you will never have heard of. It's exciting, it's fun, and it's different.

## **About You**

At Harvest, we Trust our colleagues to be Courageously Passionate about our products and customers. We are looking for someone who shares these values with the addition of these key skills:

Full training will be provided, although it is essential that you are:

Passionate about food and sales

- Great attention to detail
- Fantastic communicator
- Confident in using IT equipment

## **Benefits**

We offer a great working environment, competitive salary, 33 days holiday (including Bank Holidays) Amazing discounts on our products, Company pension scheme, free parking, paid volunteer time and company events.