



Job Description

Customer Account Advisor - DWN

Ref: 125-36

Overview

The Dash Group, based in Redruth, provides a diverse range of services to businesses and consumers. Dash Logistic Services offers distribution, fulfilment, vehicle hire and self-storage throughout the South West and beyond, Dash Convenience Stores serve local communities in Cornwall and DWN supplies maps and other fast-moving goods to retailers and consumers across the UK.

We are looking to recruit a Customer Account Advisor to play a key role in a busy environment providing a prompt and professional service to both internal and external customers.

Main Duties & Responsibilities

Customer Service

- Dealing with customer calls, emails and messages
- Inbound order processing
- Sending out of stock emails
- Digital mapping production
- Filing & general office duties

Sales

- Outbound calls to new and existing customers
- Promoting new products & special offers
- Contacting prospective customers to introduce our range of services
- Following up sales enquiries to secure new business
- Efficiently record and maintain sales communications
- Report on weekly sales activity
- Actively build up a network of merchandisers

Personal Specification

Essential

- Organised with good attention to detail
- Confident in dealing with people on the phone and in person
- Time management
- Confident with figures
- Positive and customer friendly attitude
- Deliver effective customer service
- Ability to work as part of a team and on own initiative

Email contact@thedashgroup.co.uk *Telephone* 01209 313130 *Website* www.thedashgroup.co.uk



Further Information

Reporting to: DWN Operations Manager

Based: Redruth Site (TR15 3RQ)

Hours of Work: Flexible between the hours of 8.30am-5.30pm Monday to Friday.
Saturdays as per rota

Salary: National Minimum/Living Wage

Holiday Entitlement: 5.6 weeks per year.

Start Date: Immediate

Applications

In writing only with a covering letter, including salary details and CV, to
jobs@thedashgroup.co.uk .

Please quote the reference number on your application.

Please note that we cannot accept applications without a covering letter.

Email contact@thedashgroup.co.uk **Telephone** 01209 313130 **Website** www.thedashgroup.co.uk



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