



**THE POWER OUTLET LIMITED  
19 CIPERO ROAD, CROSS CROSSING,  
SAN FERNANDO**

**TEL: 653-4447, FAX: 652-9817, EMAIL: mail@poweroutlet-tt.com**

## **VACANCY – CUSTOMER SERVICE REPRESENTATIVE**

### **Job description:**

- Deal with customer requirements either by personal contact in the Branch or over the telephone.
- Assist Branch Manager to maintain accurate and full accounts of all financial transactions.
- Ensure that all other procedures as laid down from time to time by the company are adhered to.
- Publicize by Branch display, telephone promotions, mail shots and personal contact etc. the services offered by the branch.
- Practice good housekeeping and consider the value of expenditure in the running of the Branch.
- Complete all relevant paperwork concerning renting and off-renting equipment accurately and on time.
- Ensure that all returned plants are properly checked and serviced prior to re-renting and that all safety requirements have been met.
- Ensure that the depot is informed of all deliveries and collections so that they may be carried out efficiently and economically.
- Deal with customer queries or complaints effectively or redirect to the Branch Manager as appropriate.
- Ensure all stock transfers are raised to cover all stock movements and accurate stock records are maintained.
- Assist in ensuring that cash and cheques are banked daily and correct float levels are adhered to.
- Assist Branch Manager in preparation and completion of consumable and equipment stocktakes as required.
- Record and suggest new items and replacement items of equipment to the range using the lost order report system.
- Assist Branch Manager to maintain necessary stationary levels.
- Assist Branch Manager in following up cash debts. This requires operating the CCR procedure and in some cases, personally calling debtors to secure payment outside normal working hours where necessary.
- Be responsible for the security of the Branch and all company assets therein when deputizing for the Branch Manager; maintain high awareness of company security procedures and policies.
- Deputize for other staff as required.
- Help to maintain the company standards of presentation and performance.
- Attend monthly Area meetings and training sessions as required.
- Carry out all company, statutory and legitimate third party requirements encompassing health and safety, working relations and conditions.
- Carryout other tasks or duties from time to time as required by the company.

### **Working Hours:**

- Mondays to Thursdays: 7:00 am to 4:30 pm
- Fridays: 7:00 am to 5:00 pm
- Saturdays (as scheduled): 8:00 am to 12:00 noon

### **Requirements:**

#### **Education and experience:**

- A minimum of Four (4) O' Levels passes, inclusive of Mathematics and English.
- A minimum of Three (3) years working experience.
- Valid Driver's License for Manual Transmission.

#### **Skills:**

- Excellent written and verbal communication skills
- Able to function effectively and efficiently without constant supervision
- Troubleshooting skills

- Must have a neat appearance
- Must have good written and oral skills
- Must have good interpersonal skills

**Compensation:**

- \$3,500 - \$4,500 per month
- Contributory Pension and Medical Schemes