

Customer Services Advisor & Repair Technician

The Company

Lyon Equipment Limited (Lyon) is an employee-owned Company serving the outdoor and professional work at height and rescue markets with equipment and expertise to venture further. We provide technical training, manufacture or own Lyon branded products, and distribute a portfolio of trusted brands. Lyon provides a friendly, contemporary and dynamic working environment and values a good work life balance.

We are seeking to appoint a full time Customer Services & Repair Technician. This role is office based at our offices in Tebay, Cumbria.

If you are interested in this exciting opportunity, we want to hear from you!

Key responsibilities

- Answering and responding to incoming telephone calls and emails from our retail customers and end-users
- Liaising with colleagues as appropriate to deliver an exemplary customer experience
- Processing returned product
- Populate and maintain Customer Relationship Management software (CRM) to process customer incident cases
- Carrying out repairs on product ensuring the smooth running of the repairs workshop
- Ensuring repairs are carried out to a high quality in a timely manner
- Monitoring and maintaining stock levels of spare parts needed to carry out repairs
- Ensuring smooth running of workshop area(s) including maintaining order and high level of cleanliness – continuously reviewing layout for optimised efficiency
- Ensuring appropriate document and item management for all returned items
- Assist with internal product training where appropriate
- Maintain technical, brand and product knowledge and qualifications, where applicable

The role

Working as part of a busy team, this role will take on responsibility for the following key areas:

- Product repairs
- Customer Incident case processing and administration

What we need from you

- Competent with Microsoft Office 365
- Demonstrate excellent verbal and written communication skills
- Be organised, with excellent attention to detail
- Be self-motivated and happy to work as a team member
- Be willing to undertake personal training and development
- Have a 'can do' attitude

What we offer

- Commencing salary likely to be in the region of £23,000 - £25,000 dependent on experience
- 30 days holiday entitlement per annum (pro rata) inclusive of public holidays
- Loyalty increments (up to 5 extra days holiday)

- Inclusion into our qualifying pension scheme

Following completion of a successful probationary period

- Invitation to join our company healthcare scheme
- Generous trade and staff discount
- Cycle to Work scheme
- Holiday Purchase scheme
- 24/7 employee assistance and counselling services (including an Employee Assistance Programme as part of the Healthcare scheme)

To apply

Please note that you must complete an application form to be considered for this position. More details and forms can be downloaded from the employment section on our website www.lyon.co.uk. If you have any specific queries on this role before considering an application, please contact our team direct on helpdesk@lyon.co.uk

Please return your completed application form (and accompanying C.V. if you wish) by email to julia@lyon.co.uk or by post to:

Julia Aspinall
HR Manager
Lyon Equipment Limited
Units 3–7 Tebay Business Park
Old Tebay
Penrith
CA10 3SS

Closing date for applications: 12 noon on Monday 8th July 2024

Interviews will take place week commencing: 15th July 2024