

Job Title: Operations Executive



Salary: £20,000 Per Annum

Location: Home / Warehouse based in Avonmouth

Type of role: Permanent - Full Time (40 Hours Per Week)

Qualifications: Minimum 5 GCSEs

A little bit about us:

Home Leisure Direct is the UK's leading Games Room Retailer, based in Elberton, Near Thornbury, North Bristol just 10 minutes from Cribbs Causeway by car.

We handle enquiries from customers looking to spend anything from £200 up to £20,000 on games room products such as pool tables, arcade machines, table tennis, football tables, air hockey, jukeboxes & snooker tables.

Our customers range from families looking to make their homes more fun, businesses adding a break out area, pubs and bars, to celebrity customers, and interior designers.

Job Description:

We sell a varied range of awesome products which we receive and ship from our warehouse. As we grow as a business we need additional support to provide the award winning service we aim to provide. This can vary from organising deliveries, assisting with planning and dealing daily with customers to ensure they are 100% happy with their purchase.

Key Duties:

- Providing award winning customer service
- Using initiative to solve problems
- Assisting other departments of the company e.g sales and logistics
- Liaising with suppliers and manufacturers to solve problems and prevent issue

Essential Skills:

- Positive and enthusiastic attitude
- Polite and courteous when dealing with customers
- Ability to problem solve and use initiative
- Technical experience of using PCs and Macs
- A good knowledge of computer hardware and software
- Excellent telephone manner
- Ability to work under pressure and prioritise key issues.

The job role will be varied, so you will need to be comfortable completing different tasks. We are always very busy, so an ability to work under time pressure is important.

Additional skills that will be considered an asset, but not essential:

- Willing to travel to resolve issues
- Building a good relationship between Home Leisure Direct and suppliers, outside contractors, delivery teams e.t.c.
- An interest in pool, snooker, arcade machines, jukeboxes or anything we sell
- Full training will be provided.

Other Details:

- 21 days holiday a year, increasing to 23 days after 3 years service, then 25 days after 5 years
- Extra day holiday for your Birthday, plus a cake!
- Quarterly team events, such as Go-Karting, Five-A-Side Football etc.
- Free Parking
- Staff discount
- Perkbox Discount scheme membership
- Bonuses: Monthly based on company performance and KPIs

