

## **Receptionist**

At Apex, we're passionate about people. Not just customers who make our business happen, but *employees who make our business happen*.

Our Receptionist, will be the face of Apex and the first point of contact for walk in clients and phone in clients. It goes without saying that you will always have a smile and be approachable. An excellent telephone manner and a proactive approach with a thirst to learn and be diverse in their role is a must. Ideally adapt our tone and set the precedence for all people involved in the business; whether a client, an employee or an agent.

Our people are unique in that they are not motivated by money, but rather use their passion and drive for success to achieve their financial gains. Your starting wage is never going to be your constant wage at Apex, but your pay is based on your own achievements.

### **We need:**

- A focal point for Apex that drives queries to the right team member
- Someone with a strong admin background and who is proficient in Excel and Google Sheets (or willing to learn)
- Excellent customer service background
- An organised and clean approach
- Able to learn on the job, a think on the feet kind of person
- Does not mind working between two sites and is flexible
- A dynamic energetic individual

### **You need:**

- To be a self-motivated person not necessarily inspired by money but more inspired by teamwork, energy and new processes
- Able to follow a process and learn on the job
- To have our customers at the forefront of everything you do
- Be able to work on your own and manage your own workload as well as helping your fellow teammates
- Be confident in your ability and pay attention to training and new job flows
- Be a confident communicator; via WhatsApp Business, phone, face to face and email

### **A typical day at the office:**

- Respond to customer queries via WhatsApp Business and email
- Answer phone calls throughout the day
- Work through our Excel and Google Sheets and assign reference numbers for clients and shipments
- Pass messages and tasks onto the right team member
- Meet and greet clients, shipping agents and couriers
- Keep the CEO in the know of new sales, quotes, customers and other business related info

- **Full time**
- **9am - 5pm, Monday - Friday**
- **Occasional Saturdays**
- **From £20,000 a year**
- **Mainly based at our office on 93 Evington Road, Leicester but occasionally based at our warehouse on Wheat Street, Leicester too**