

Vacancy Newsletter

5th November 2021

east lothian
works

Role: Customer Assistant
Company: Lower Impact Living (Lil)
Location: Haddington

Lower impact Living (Lil) are looking to hire a hard-working, customer-oriented Lil Assistant to join our small team and support the smooth running of online and in-store retail operations.

To be successful as a Lil Assistant, you should be well-organised with a good eye for detail.

You will need to be able to work well as part of a small, friendly team.

Full training will be provided in the basic functions of the role such as cleaning, stock management, inventory management, product familiarity, use of equipment and computer programmes.

The general duties of the role are;

- Receiving, processing, and organizing shipments and deliveries accordingly.
- Restocking depleted or low shop items and ensuring that the sales floor is organized according to established guidelines.
- Assisting customers in locating desired shop items.
- Informing customers of shop promotions to encourage purchases.
- Performing regular price audits to identify and correct price discrepancies.
- Performing end-of-day cleaning duties, which includes wiping down windows and fixtures, washing utensils and containers, as well as sweeping and mopping the shop floor.
- Addressing and resolving customers' complaints in a professional manner.
- Processing customer payments using the shop's Point of Sale (POS) system.
- Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.
- Flexibility in prioritising additional or different tasks, including administration, marketing and outreach.

Desirable Skills

- Experience in customer facing roles or working with members of the public.
- A driver's licence would be of benefit to help with deliveries, shifting stock and outreach events.
- An interest in issues such as plastic pollution, waste and climate change.
- Good sense of humour!

The hours per week for this position are 18+, wage is age dependent

This position is based in Haddington

Due to funding any applicants that wish to apply **must** live in the East Lothian area.

Please apply with a CV to hello@dolilthings.org

Role: Digital Office Assistant
Company: Bright Water
Location: Musselburgh

You will provide a comprehensive and reliable administrative service to Brightwater stakeholders both within and out with the organisation through multiple channels of communication.

Within this role it will be key to have good customer service skills to ensure all stakeholder relationships are running smoothly. At Brightwater our company culture is to always look to see how we can develop and progress our teams skills.

Key Responsibilities:

- Deliver excellent customer service
- Communicate with customers using telephone and outlook
- Operate Office software to extract information
- Operate CRM to create opportunities, quotations and job files
- Input and manipulate data in Microsoft Excel
- Ad hoc administration tasks

Key Skills Required:

- Enthusiasm to work & make a difference
- Good people skills
- Strong communicator
- Ambitious, strong work ethic

Important Information

“QA’s apprenticeship programmes may be funded in part by the European Union through the European Social Fund, which supports the development of employment opportunities and a skilled workforce.”

For more information about QA Apprenticeships, please visit our website. Note: This advert may close early if a suitable candidate is found before the advertised close date is reached.

Job Types: Full-time, Apprenticeship

Salary: £15,000.00-£18,000.00 per year

Schedule: Monday to Friday

Work remotely: No

[Bright Water](#)

Role: Trainee Parts Sales Advisor
Company: Scot JCB Limited
Location: Haddington

Who are we?

The Scot JCB Group is made up of Scot JCB, Scot Agri, SPS and SIA. We have been supplying and servicing JCB machinery throughout Scotland and the North of England for over 60 years.

The role of a Trainee Parts Sales Advisor will involve learning to sell to agricultural and construction parts; this may be to existing, lapsed or new customers. You will be required to identify and satisfy customer equipment requirements for parts across the full range of JCB, Massey Ferguson, Horsch machines as well as several others for repair, service or maintenance.

The successful candidate will have:

- Interest, experience or an understanding of the agricultural industry
- The ability to prioritise tasks and work well under pressure
- The ability to work well within a team in a fast paced environment
- A good understanding of the importance of excellent customer service and building rapport with customers
- Good working knowledge on Microsoft applications
- Attention to detail
- A flexible and positive attitude with an outgoing approach to work
- A friendly and approachable manner so you can assist internal and external customers
- This is not a reactive order taking role, you must be comfortable selling and upselling in a pro-active manner face to face and by phone.

The role involves:

- Taking enquiries from customers across phone and counter
- Looking up and identifying parts
- Promoting and selling parts to meet customer needs
- Proactively expediting parts not arriving from suppliers on time
- Being involved in proactive telemarketing campaigns
- Supplying service department with parts as required
- Assisting in keeping the parts inventory orderly and up to date
- Receiving and checking incoming shipments

Building and maintaining customer relationships

Being involved with inventory management, invoicing and other admin tasks.

In house training

In return you will receive:

- A competitive salary
- Healthcare Cash Plan (company paid)
- Free on-site parking
- Contributory pension scheme
- Life assurance – three times salary
- 29 days annual leave, rising to 34 after 10 years in the business
- JCB and in-house training

Closing Date: Monday 29 November 2021

[Scot JCB Limited](#)

Role: Warehouse Assistant
Company: ArdMoor
Location: North Berwick

Job brief

ArdMoor are in the process of hiring a permanent Warehouse person to participate in our warehouse operations and activities. Responsibilities will include storing materials, picking customer orders, packing, and scanning orders and fulfilling order administration. This is a fast-paced environment and requires excellent attention to detail to achieve complete customer satisfaction.

Responsibilities

- Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship)
- Receive and process warehouse stock products (pick, unload, label, store)
- Perform inventory controls and keep quality standards high for audits
- Keep a clean and safe working environment and optimise space utilisation
- Complete diary logs into inventory
- Report any discrepancies
- Communicate and cooperate with supervisors and co-workers
- Operate and maintain preventively all warehouse equipment
- Follow quality service standards and comply with health and safety procedures, rules and regulations

Requirements

- Good organisational and time management skills
- Good literacy and numeracy skills
- Computer proficient
- Dexterity
- Self-motivated
- Works well with team members
- A willingness to learn and follow instructions

Reference ID: ARD1

Salary: From £18,000.00 per year

Benefits:

- Casual dress
- Company pension
- Employee discount
- On-site parking
- Store discounts

Schedule:

- 8 hour shift
- Holidays
- Monday to Friday
- No weekends

[ArdMoor](#)

Contact:

East Lothian Works, 9-11 Lodge Street, Haddington EH41 3DX
Tel: 01620 827262
Email: ELworks@eastlothian.gov.uk

