



Title: Customer Service Apprentice
Type: Modern Advanced Apprenticeship

Company Profile: Supply, Manufacture and Repair of Rail Infrastructure.

Duties: The purpose of the role is to ensure that we deliver excellent customer support ensuring all allocated Unipart Rail customer receive excellent customer service at all times. Key tasks would involve learning all aspects of customer service from logging enquiries and general admin duties to processing orders and quotations and resolving customer enquiries in a timely manner.

Requirements: Reliable, honest and keen to learn. Minimum of 5 GCSEs in Maths, English and Science and two other subject passes.

Training: First 12 months - NVQ level 2 Certificate in Customer Service plus Technical Certificate (Certificate in Customer Service) Level 2, Functional Skills Maths and English Level 1 (if required), Employee Rights and Responsibilities (ERR).
Following 18 months – NVQ Level 3 Diploma in Customer Service, Technical Certificate in Customer Service) Level 3, Functional Skills Maths and English Level 2, Employee Rights and Responsibilities (ERR).

Hours: 37 hours per week

Pay: MA grade with increments related to academic progress

Age: From 16

Area: Crewe and surrounding local areas

Employer: Unipart Rail
Gresty Road
Crewe
CW2 6EH
Tel No: (01270) 847863
e-mail: dawn.allett@unipartrail.com
Contact: Dawn Allett

Other Application Details: Applicants can also apply via the National Apprenticeship Service website at gov.uk

Closing Date: 28/07/2017