

## Customer Service Apprenticeship

**Type:** 12 Months Fixed Term Contract

**Working hours:** Monday – Thursday, 8am – 5pm and Friday 8am – 4pm with 30 minutes for lunch

**Location:** Birmingham – Oldbury based

## Job Description

### Our Customer Service Mission

Lindab is a trusted European leader in high-quality ventilation, roofing and rainwater solutions, known for creating durable, energy-efficient products that make building simpler and more sustainable. Our Profile division plays a key role in this mission supplying the construction industry with robust steel roofing, wall and rainwater systems that are easy to install, built to last, and backed by strong partnerships with builders' merchants and installers nationwide. It's a team that helps shape the buildings people rely on every day, with products customers genuinely love to use.

### The Impact You'll Make

As a Customer Service Apprentice, you'll be the friendly voice and helpful hand that customers remember. Working in a challenging and competitive environment, processing all sales-related paperwork and pro-actively managing customer accounts, preparing quotations, bills of quantities and offering technical product information.

You'll learn how to handle enquiries across multiple channels, having cross functional exposure to solve problems with empathy, and work with different teams to deliver outstanding service. This role is your first step into a role where communication, teamwork, and problem-solving are at the heart of everything you do.

### Key responsibilities:

- **Large portion of your time over the year will be spent in Customer Service, along with spending time with Operations, Finance, Manufacturing and within our business support functions, to gain experience in a multi skilled environment.**
- Respond promptly to customer enquiries and maximising sales via phone and email.
- Internal point of contact for customers ensuring client requirements are fulfilled and expectations are met
- Obtain and evaluate all relevant information to handle product and service enquiries
- Processing & chasing orders, quotations and monitoring ongoing projects.
- All-round administration duties; completing forms and delivery information from third party suppliers etc
- Maintaining client files and ensuring contact details are regularly updated
- Handling and recording details of inquiries, comments and complaints
- Provide pricing and supporting technical team, raising quotations and supplying technical product information.
- Process orders and learn how to use our CRM system to track and manage customer interactions.
- Work with colleagues in operations, sales, and technical teams to resolve customer issues.
- Support the team in meeting service targets and quality standards.

- Take part in training sessions to develop your skills in communication, IT systems, and product knowledge.
- Finally, it is important for us that you share our values: ***Customer Success, Down to Earth, and Neatness and Order.***

### **What You'll Bring:**

- A genuine interest in helping people and delivering great service.
- Good communication skills both written and verbal.
- A positive attitude and willingness to learn.
- Basic IT skills (email, Word, Excel) and an eagerness to learn new systems.
- Ability to work well in a team and follow instructions.
- No prior experience required just enthusiasm and commitment to completing your apprenticeship.
- Local to Oldbury in the West Midlands

### **What Makes This a Great Place to Work:**

- On-going career development opportunities, with training and support
- 25-days annual leave, + 8 days statutory Bank Holidays and a Christmas/New Years closure
- Company Bonus Scheme
- Company Occupational Sick Pay
- Group Life Assurance
- Free parking
- Corporate workwear inc. PPE
- Company Pension contribution matched at 4%
- Part of the Mental Health Charter: Wellbeing app, Mental Health Champions, EAP program and discounts on counselling
- Online retail discounts & savings including gym, holidays, hotels and family days out
- Free eye test Long Service Awards
- Annual flu jab

To apply for this opportunity, please visit our Lindab Vacancies page via [www.lindab.co.uk/about-us/careers/jobs/](http://www.lindab.co.uk/about-us/careers/jobs/)

Or alternatively, apply now by [clicking here](#)