

BestFoxCall – Part Time Opportunity

Job Description and Responsibilities

The scope of the role is quite diverse – and will encompass some of the items below. None of the below will be the sole responsibility of the successful applicant – and full training will be given wherever required.

Prep and attending Game Fairs

BFC will be attending 5 Game Fairs through 2019 as follows:

- The British Shooting Show (Birmingham NEC)
- The Northern Shooting Show (Harrogate)
- The Scottish Game Fair (Scone Palace)
- The Game Fair (Hatfield House)
- The Midland Game Fair (Weston Park)

We're looking for someone who can help with the prep for the Game Fairs – that involves getting the kit together, loading the van and making sure we have everything we need for the show.

We're also looking for the person to be available at the shows to help manning the stand. We're not looking for pushy sales people – that's not the way we operate. A good understanding of our products and an understanding how they are used is all it takes. We're not necessarily expecting you to be available for all of the shows if this is not possible.

Dealing with Sales Enquiries & Customer Service

We receive many “pre-sales” enquiries and part of the role will be responding to some of these enquiries. An ability to learn about our products – both from a technical perspective and what from a “what's best” perspective is essential. The ability to communicate quickly and efficiently with our customers is essential.

Reactive Social Media

BFC – and Rob are frequently tagged on Facebook as well as receiving many direct messages to our FB page – and we need someone to help monitor those situations – and to respond in a timely and appropriate manner. They may be sales enquiries – or tech support enquiries but in any cases, the key is to respond quickly. A second pair of eyes on Social Media would be a great benefit to our business.

Technical Support, Warranty & Service repairs

Occasionally things go wrong – or certainly appear to go wrong and we have the odd remote caller back for diagnostics / repair. We're looking for someone who's adept with a screwdriver and can follow a simple set of trouble shooting steps to diagnose the problems and then liaise with the customer to get the product back to them.

The Ideal Applicant...

So what qualities are we looking for in you?

- A desire to deliver excellent customer service. We have built a good reputation and we intend to maintain that.
- A methodical and organised approach to the way you work. We will not be “micro-managing” you – we will expect you to record your time and tell us what you have done.
- A good dose of initiative and self-motivation!
- Good problem solving skills
- Ambition – if you want my job, you're my kind of person!
- Great communication skills – plus the ability to bite your tongue. How you conduct yourself on Social Media will reflect on our business so it's essential that you do so with professionalism. Humour and good natured banter is of course entirely acceptable!
- Be mobile – whilst most of the role doesn't require you working from our premises, we will need to meet up – and the Game Fairs will involve some travel.

The role will require some travel (for Game Fairs) but day to day roles can be carried out from your location. Travel expenses will of course be paid. Initially, we will be looking for 10-12 hours per week on a flexible basis. Much of the work is on a reactive basis so exact hours cannot be given.