

Job Description Summary

As our Customer Delivery Hub Porter Installer, you will work as part of a 2-person delivery crew with your Customer Delivery Hub Driver to promote the Partnership brand through professional and courteous interactions.

This is a non-driver role where you will deliver high-quality customer service whilst assembling and installing products such as wet connections, TV and Advance Audio Installations in our customers' homes.

Job Description

Key Responsibilities

As our Porter Installer, your day will see you start at your customer delivery hub where you will then head out on the route to complete the responsibilities of your role which will include:

- Being an ambassador for the John Lewis brand with great customer service as your number one priority.
- Helping load up your lorry with the day's deliveries working alongside the warehouse team.
- Demonstrating great respect and courtesy for the customer's home and handling unexpected situations to find the best possible solution for your customers.
- Installing products efficiently and quickly for our customers and demonstrating how they work once installed.
- Keeping up to date with new products and technologies to help you perform your role at your best.
- Maintaining a safe working environment by adhering to safety regulations in our customers' homes

Please note this role involves heavy lifting: You will spend a lot of time delivering large items such as sofas, white goods, sports equipment, furniture, beds, and mattresses.

Essential skills/experience you'll need:

- Great verbal communication skills both over the phone and in person.

Desirable skills/experience you can bring:

- Previous Customer Service Experience
- Installation and disconnection of white goods
- TV installation.
- Assembly of a flat pack.