



Kensa Heat Pumps

A KENSA GROUP COMPANY

# Customer Support and Dispatch Coordinator



# GENERAL SUMMARY

The Kensa Group represents award-winning British engineering at its finest - the UK's leading manufacturer of ground source heat pumps (Kensa Heat Pumps), and the UK's pioneer of their mass-scale installation (Kensa Contracting).

The Kensa Group is transforming how Britain's heat their homes, delivering a 21st century alternative to the gas grid. With over two decades of proven expertise in low carbon technology, we want to connect people in homes and businesses across the UK to cleaner, greener, and cheaper heat. Together, we will meet the UK's ambition to install 600,000 heat pumps every year by 2028 and be net zero by 2050.

# ROLE OVERVIEW

You will join our growing, close-knit Operations team, ensuring the best possible customer experience in the supply of our market-leading heat pumps and related products to our customers.

You will ensure that every Kensa Heat Pumps delivery is delivered correct and on time and that the all customers enjoy the highest level of satisfaction in dealing when ordering and receiving products from Kensa and its partners. You will work with Production Management and Planning Sales to ensure that orders are accepted, planned, produced and delivered to meet customer's needs.

You will have a strong track record of delivering excellent results as part of a dynamic team and display a positive attitude.



# ROLE BENEFITS

Kensa aims to be a great place to work. We want our passion for our business and our products to be shared by all of our team.

We're proud of what we achieve:

- saving the planet by reducing our customers' carbon footprint,
- helping people out of fuel poverty by reducing their electricity consumption.

It is important to us that our people share that pride, and feel valued as they contribute to our shared success

Kensa is growing fast, and we aim for our people to grow with us. Several of our Directors and Senior Managers started working at Kensa in the factory, making heat pumps.

We value hard work, commitment and excellence. We aim to be fair and supportive as an employer. For this reason, the healthcare, holidays, pension and other benefits listed below are the same for everyone, whether they are a factory worker, office worker, cleaner or director.

**Competitive salary:** £20,000 – £22,000. Dependent on qualifications and experience.

---

**Pension:** Automatic enrolment into Kensa's company pension scheme.

---

**Holiday:** 25 days holiday increasing to 30 days holiday (plus bank holidays) for 5+ years' service.

---

**Office culture:** Our Operations Team is warm, friendly and supportive. Kensa production started in a garage, progressed to a workshop, and has grown to a modern, professional factory. Through all that change, we've kept the sense of one team, the Kensa 'family'.

---

**Social events:** Work hard, play hard, we love to host regular Kensa events for staff and their families.

---

**Growth:** Your development is important - we encourage and help with development including internal and external courses, learning, study, and software support, all bespoke to you.

---

**Wellbeing:** Free 24/7 access to an independent and confidential Employee Assistance Programme for you and your immediate family.

---

**Health:** Private Health Insurance available after one year of service.

---

**Active:** Cycle to Work Scheme to help lower your carbon footprint whilst boosting endorphins and your health.



# ROLE REQUIREMENTS

As part of the Kensa Heat Pumps Operations Team, you will be critical to producing and delivering market leading products. You will be used to delivering best quality work, as part of a high performance team. To be a part of that team you will need to meet these Role Requirements:

## EXPERIENCE

- Previous experience in customer-facing roles, particularly handling orders and shipments would be beneficial.
- Experience using ERP systems would be beneficial.

## EDUCATION

- Minimum GCSE in Maths and English.

## CHARACTERISTICS

- Friendly, engaging and enthusiastic.
- Flexible, open-minded, problem-solving, with a can-do attitude.
- Well-organised, happy to work as part of a team and independently.
- Comfortable reporting and communicating to all levels in the organisation.

## ESSENTIAL SKILLS

- Confident in communicating with customers, colleagues and stakeholders of all levels both face to face, via email and telephone. A focus on customer satisfaction and meeting targets.
- Computer-literate, able to work with documents, spreadsheets and online systems independently.
- Able to multitask and use initiative to problem solve.

## DESIRABLE SKILLS

- Used to working with bespoke systems such as Winman, SAP, ERP or other IT systems.
- Familiar with order-processing and shipping, with a focus on attention to detail.
- Working in a fast-paced environment, able to work to deadlines and prioritise the workload.

# ROLE RESPONSIBILITIES

As Customer Support and Dispatch Coordinator, you will provide exceptional customer service for Kensa Heat Pumps customers to ensure the customer experience remains personal, proactive, convenient and reliable.

Your responsibilities will be as follows:

- Accurately record new sales and repair orders onto ERP system.
- Produce pro-forma invoices for customers and take payments via online Virtual Terminal and post to customer accounts.
- Contact customers to arrange delivery times to suit their installation timetable. Gather and record all required information to ensure a successful delivery. Liaise with the sales team to ensure correct paperwork is in place to enable product dispatch in line with customer requirements.
- Resolve product or service problems by clarifying the customer's complaint or query – passing this to the relevant department and supporting the customer throughout the process.
- Liaise with third party suppliers to ensure correct ancillaries are delivered to customers in line with their specified delivery requirements.
- Work with the production team to feedback specific customer queries relating to availability and delivery schedules.
- Process daily customer product deliveries on the ERP system, ensure goods out have associated paperwork and arrange shipping by third party hauliers.
- Process customer returns in line with company processes and to ensure quick customer resolution.
- Report issues, status and progress to management as needed.

## WORKBASE

This role will be based at Kensa offices near Chacewater.  
Your normal hours will be 9am – 5pm, Monday – Friday.

## REPORTING STRUCTURE

You will initially report to the Customer Service Team Leader.

This job description and benefits may be subject to change, in consultation with the postholder, in response to new circumstances.

Kensa are an equal opportunities employer and are committed to providing a working environment that is free from all forms of discrimination and where all employees are treated with dignity and respect.

Please see our Equal Opportunity, Dignity and Diversity Policy for further information.

Apply online here:

[thekensagroup.com/kensa-job-vacancies](https://thekensagroup.com/kensa-job-vacancies)

Or send a CV and a covering letter to:

[jobs@thekensagroup.com](mailto:jobs@thekensagroup.com)