WE'RE HIRING · HUDDERSFIELD

Aftercare Manager

Full-time, permanent. You'll make sure every Prestons customer feels looked after long after their kitchen is ordered, and that our standards are met every time.

SALARY	CONTRACT
£35,000–£40,000	**Full-time, permanent**
Depending on experience	Company pension included
LOCATION	**COVERING**
Huddersfield	**All Prestons showrooms**
With occasional customer visits	Huddersfield, Leeds, Wakefield, Stockport & Preston

Overview

We're looking for an Aftercare Manager to look after our customers once their kitchen has been ordered, delivered and installed, and to make sure the Prestons experience stays excellent from start to finish.

You'll be the first point of contact for customer queries and complaints, whether that's ordering a replacement for a damaged filler panel or resolving a more complex concern. You'll work with our suppliers, logistics team and project managers to put things right quickly, and with our own staff to make sure the standards we expect are met consistently.

Most of your work will be by phone and email. Occasionally, you may visit a customer at home to talk through a concern face to face, although these visits are few and far between.

At Prestons, we're passionate about more than just kitchens, we're passionate about creating a workplace where people genuinely enjoy what they do. Looking after customers properly after they've bought is a big part of that.

Location

This role will be based in Huddersfield, supporting customers across all of our showrooms, with occasional visits to customers' homes.

During the interview process, we'll talk you through the role, working hours and everything you need to know, so you have a clear understanding before joining the team.

What you'll be doing

- Being the first point of contact for customer queries and complaints, answering calls and emails promptly and professionally.
- Getting to the bottom of each issue and agreeing a fair, clear resolution with the customer.
- Ordering replacement and remedial items, from a damaged filler panel to a replacement door or cabinet, and tracking them through to delivery.
- Dealing with suppliers on damages, shortages and replacements, and holding them to agreed timescales.
- Liaising with our logistics team to arrange delivery of remedial items, and coordinating any return visits needed to fit them.
- Working closely with our project managers so every issue is owned, followed up and closed off.
- Working with members of our own team to make sure the standards we expect are met consistently, and feeding back where they aren't.
- Occasionally visiting customers at home to discuss concerns directly.
- Keeping customers updated at every step, so nobody is left wondering what happens next.
- Keeping accurate records of every query, complaint and order, and spotting recurring issues so we can fix them at source.

What we're looking for

- Experience in customer service, aftercare, complaints handling or customer relations, ideally in kitchens, bathrooms, furniture or home improvements.
- A calm, patient and professional manner, even when a customer is frustrated.
- Excellent communication skills by phone, email and face to face.
- The confidence to hold colleagues and suppliers to high standards, fairly and tactfully.
- Strong organisational skills, with the ability to manage lots of open cases and orders at once.
- Good attention to detail, especially when checking orders and product specifications.
- Good IT skills, including email, spreadsheets and ordering or customer systems.
- A full UK driving licence, for occasional customer visits.
- Knowledge of kitchen products, appliances or supply chains would be an advantage, but isn't essential.

What you'll receive

- Salary: £35,000–£40,000, depending on experience
- Full training on our German kitchen ranges, products, suppliers and processes
- Real ownership of the customer experience in a growing business
- Work with a premium product and a team that values doing the job properly
- A vibrant working environment, with regular staff meals, seven-a-side football, quiz nights and team socials, all paid for
- The chance to grow with us. We plan to open a new showroom approximately every 18 months, creating exciting opportunities for ambitious people with the right attitude
- Company pension

Why join Prestons?

We're big enough to offer real career opportunities, but small enough that everyone knows your name.

Everyone knows each other, chips in and has each other's back. We work hard, have a laugh, and genuinely enjoy coming to work. Whether it's regular team meals, activities or family events, we make time to get together outside of work too.

We focus on creating exceptional kitchens, giving honest advice and making sure every customer has a brilliant experience, including long after their kitchen is fitted.

Ready to apply?

We like to keep things simple.

Just send us an email telling us a little about yourself, your previous experience and why you'd like to join the team. If you've got a CV, feel free to include it too, but don't worry if you haven't.

If it sounds like we'd be a good fit for each other, we'll arrange an informal chat.

info@prestonskitchens.co.uk