

Online Customer Services Team Member

We have an exciting opportunity within our Online Customer Services Team located at our Head Office in Enfield. Your primary objective will be to provide superior customer services to our rapidly growing online customer base across the UK. You will work alongside our colleagues to deliver a professional and timely service which supports the needs of our customers.

You will be responsible for:

- Ensuring a superior customer experience through providing a superior service and excellent communication skills.
- Effectively communicating with customers regarding the status of their order, outstanding orders, delays etc. and providing timely updates regarding amendments of issues with their orders.
- Quickly resolving customer issues and complaints promptly and accurately in a manner that will promote customer loyalty.
- Quickly and effectively handling customer enquiries and responding to general questions in a timely manner and in adherence to company policies and processes.
- Facilitating customer requests for pricing quotations.
- Placing purchase orders with company approved suppliers to fulfill customer orders as and when required.
- Effectively dealing with customer complaints and following company approved processes to determine the appropriate course of action to take, and brought to a satisfactory and timely conclusion.
- Positively working closely and supporting other company departments such as purchasing, logistics, accounts, finance and other sales departments.
- Maintaining appropriate record systems, complying with document retention and data protection requirements.

Key skills and attributes:

- Previous experience of working in a Customer Service role is preferable, with knowledge of lightside plumbing, heating, bathrooms and sanitaryware.
- Computer literate with ability to use Excel, Word and PowerPoint.

- Ability to work under pressure, be a self-motivator who is willing to go the extra mile.
- Great written and telephone communication skills.
- A team player that understands we are all on the same side.
- Ability to learn and adapt quickly with an open mind.

Salary - Depending on experience

Hours - 37.5 hours per week

If you would like to apply for this exciting position please submit your latest resume to john.dean@fayers.co.uk

Date : 21st October 2020