

Job title

Customer Service Advisor

Company name and postcode

SKS Beds LTD

WF5 9NQ

Job summary

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

As a Customer Service Advisor you will be the face of the business and a point of contact for our customers. You will be working within a busy office environment assisting customers with any queries they may have. As part of your role you will be handling incoming calls from customers looking to resolve their queries whilst delivering a professional standard of customer service where empathy and building rapport are core skills that would be required

All customer enquiries will be dealt with in various ways this could be via the phone, email or webchat across the various platforms we sell our products on.

Essential skills, experience and qualifications (please do not use bullet points)

We are looking for someone who has relatable experience in customer service.

Someone who understands that customers are the heart of our business.

You must be able to handle conflicting situations with care and a positive attitude.

You must have the ability to work in a fast paced environment and the ability to work under pressure .You will be required to have excellent attention to detail, organisational skills along with strong communication skills.

Job category (DWP use only)**Number of hours per week**

35 - 40 hours

Working pattern and contracted hours (including any shift patterns)

Monday - Friday 9am - 5pm

Hourly rate of pay

National Minimum Wage