

CUSTOMER SERVICES ASSISTANT

THE COMPANY

We are the Christmas Tree Specialists. A British brand with Scottish Heritage, Pines and Needles are the Premier Christmas Tree Growers and Retailers in London and the South of England.

THE ROLE

A temporary opportunity has arisen for a Representative in our Customer Service department at our company, based in KT4, starting immediately until Christmas. Our company has been trading for over 25 years and is known throughout the capital for the quality service we provide. We are immensely proud of what we have achieved and are looking to recruit people who will join the family and bring some Christmas Spirit.

DUTIES & RESPONSIBILITIES

- Respond to phone and email queries for both sales and customer services
- Planning & Scheduling Answering/filtering calls and taking messages
- Assist with the smooth running of the office
- Assisting customers with the ordering process and answering queries
- Investigating and resolving customer complaints then closing support tickets
- Escalating inquiries to the appropriate team, when necessary

SKILLS & QUALIFICATIONS

Required

- Experience with working in sales and/or customer services
- Experience with admin skills and good knowledge of MS Office, especially Excel
- Good literacy skills as well as attention to detail
- Excellent customer service skills
- Confident and positive attitude
- Able to prioritise and work under tight deadlines
- Collaborative approach to the workload

Job Types: Full-time, Part-time, Temporary contract, Fixed term contract

Contract length: 3 months

Salary: £10.50 per hour

Benefits:

- Casual dress

Schedule:

- 10 hour shift
- 12 hour shift
- 8 hour shift
- Day shift
- Monday to Friday
- Weekend availability

Supplemental pay types:

- Bonus scheme

COVID-19 considerations:

The Company complies with current COVID regulations

Ability to commute/relocate:

- Worcester Park, KT4 7QB: reliably commute or plan to relocate before starting work (required)

Experience:

- Customer service: 1 year (preferred)

Work Location: In person

Application deadline: 01/10/2023

Reference ID: CSA

Expected start date: 23/10/2023