

Job Description



Title: Customer Service Assistant

Type: Permanent

Start date: ASAP

Hours: 26 hours a week

3 x evening shifts a week (5pm - 11pm) and 1x weekend shift 8am - 5pm. Flexibility will be considered the right person

Salary: £8.72 per hour

Location: Medway City Estate - however we will be moving to swanky new premises in Snodland, early 2021

Based on the Medway City Estate in Rochester, Must Have Ideas Ltd is a small and friendly, high growth eCommerce company selling household, beauty, garden and pet products to our growing customer base in the UK and USA.

We are looking to recruit an exceptional individual to join our outstanding customer services team and deliver a first-class experience, out of hours, to our customers both in the UK and USA.

This is an excellent opportunity to join a great team at an exciting time of growth and expansion for the company.

Typical responsibilities will include:

- Responding to customer queries and messages via social media (Facebook and Instagram) email, telephone and live chat
- Encouraging conversation around our products which will hopefully lead to engagement and sales
- Taking customer orders over the telephone
- Processing returns and refunds
- Opening/closing the premises some days, so you'll be a key holder

What we're looking for:

- At least 1 years' experience within a customer service/focused role
- Experience of using social media platforms such as Facebook and Insta
- Competency in all Microsoft packages such as Word, Outlook etc
- A good standard of written and spoken English
- A motivated, friendly, organised and enthusiastic team player

If this sounds like you, then please get in touch with your CV today!

Please Note be aware that you will be working alone in our unit on the Medway City Estate late into the evening and at weekends.