

## **E-commerce Customer Service Support at twentytwentyone**

Full-time, Monday to Friday, the position will normally be based at the River Street office and showroom in EC1R

Areas of responsibility include:

### **Sales and customer service**

- Communicate with customers in a confident and friendly manner, responding to customer emails, telephone queries and web chat enquiries in a timely and well-informed manner.
- Ensure all web orders are processed accurately and efficiently, keeping the customers informed at every stage.
- Proactively liaising with colleagues, external suppliers, and delivery partners to resolve delivery, tracking and return queries. Providing a high level of communication with the customer.
- Problem-solving and collaboration with the team to resolve customer issues or complaints, and improving processes as a result.
- Manage click-and-collect orders, ensuring stock is available at the correct location promptly. Follow up on items that have/have not been collected and liaise with customers when required.
- Organise deliveries and installations, providing elevated customer service and follow-up.
- Ensure correct claims procedures are followed.
- Support with the returns process, monitoring customer returns and working on procedures to reduce refunds.
- Build rapport with customers to encourage repeat custom, working with the Customer Service Manager to develop a customer retention strategy.
- Log and evaluate any customer feedback and implement recommendations for continuous improvement.
- Support with the management of online wedding registry and gift lists, from selection through to delivery.
- Positively represent twentytwentyone in all instances.
- Provide showroom reception support and lunch/holiday cover where required.

### **Stock management**

- Maintain and monitor stock levels for web products, working closely with retail and warehouse teams to ensure stock for web orders is reserved and delivered as efficiently as possible, while monitoring new stock deliveries and out-of-stock items.
- Help improve communication of in-stock, quick-ship and made-to-order goods.
- Website content accuracy – support E-commerce Team to update price lists, price changes, SKUs, lead times, product page descriptions and specifications when necessary.
- Assist with stock-taking activities as required.