

# Customer Service Representative

**Position:** Customer Service Assistant

**Location:** New Milton, Christchurch, South England

**Duration:** One-year commencing summer 2024

## Main duties will include:

- Answer incoming customer inquiries via phone, email, and chat
- Assist customers with product information, pricing, and availability
- Resolve customer complaints and issues in a professional manner
- Process orders, returns, and exchanges accurately
- Utilize CRM software to document customer interactions and update account information
- Identify and escalate priority issues to the appropriate channels
- Provide customers with information on company policies and procedures

## Requirements:

- Strong communication skills in English
- Excellent phone etiquette and active listening skills
- Proficient in data entry and navigating computer systems
- Ability to analyze customer needs and offer suitable solutions
- Experience in upselling or cross-selling products is advantageous
- Multilingual abilities are desirable for this role
- Ability to work in a dynamic and changing environment
- We apply a Hybrid working policy

## About Flux Core Ltd

Flux Core controls and operates 4 separate retail and manufacturing businesses operating in 3 different retail markets. Flux Workshop – offering prototype and hobby level electronics, Flux Crafts – offering a range of stationery and craft supplies, Flux Crafts For Games – offering a range of dice and gaming accessories and New Forest Bird Foods – offering local and national delivery of wildlife feeds and accessories.

Originally launched in 2014, Flux Workshop grew into a major UK supplier of hobby electronics to individuals, education and commercial customers. Following changes in market conditions, the business branched out into alternative markets in 2019 with Flux Crafts. The most recent exciting addition of New Forest Bird Foods further develops Flux Core's commitment to its multi-brand and multi-product approach, offering new opportunities and resilience.

Notable recent developments include the attendance of the Flux Crafts For Games at multiple Fan-Gaming Conventions in the UK regularly, with attendances of over 60,000 people. This coming year already promises 5 large events and multiple smaller ones.

The company group operates across the globe, there are currently 6 staff based in the UK head office and distribution and over 40 others based internationally at various distribution and commercial sites.

To apply for this role and to find out more, please email: [seb@fluxcore.co.uk](mailto:seb@fluxcore.co.uk). Please note that applications may close before the application deadline, so apply early to avoid disappointment.