

Marketing & Customer Experience Executive

Currently we have a vacancy for a Marketing & Customer Experience Executive to join our team. Ideal candidate will be responsible for the overall management of e-commerce customer experience coupled with marketing. If you are great with people, have a passion for e-commerce and marketing, this would be a great role for you.

If you are a newly graduated candidate, who would like to step into a career in e-commerce marketing and customer experience, this would be a great role for you.

Location: This is an office based full time role at our Tea Hub in Dartford Head Office in Kent.

Role Type - Full Time and Office Base position (Mon- Fri 8.30am – 5.00pm)

Role Availability - Immediate Start

Key Skills & Experience:

The right candidate will have:

- Great experience in customer care, preferably within an organisation with a strong e-commerce presence.
- Some experience in marketing would be an advantage.
- A strong desire to help people and resolve issues promptly and efficiently.
- Good problem-solving skills and to be able to provide solutions using creativeness and flexibility.
- Excellent communication both written verbal.
- Highly organised, articulate and results-oriented individual.
- High work ethic with professional and personal integrity.
- Open-minded and flexible, with a willingness to work within a team.

Key Roles & Responsibilities:

- Successfully deal with customers by responding to their queries in a manner that would build value to the company while ensuring confidence in the brand.
- Excellent communication skills both verbal and written.
- Work closely with the production team and marketing team.
- Process customer orders via phone and deal with returns, replacements and refunds.
- Ability to use order management software and other processes and CRM systems required as part of duty.

We Offer:

- Full time position.
- Full PAYE benefits & company pension.
- Competitive starting salary based on skills and experience.
- Company Performance Related Bonus
- Ongoing training and support.
- Staff Discount on The Tea Makers of London products.
- Free Parking

About The Tea Makers of London

The Tea Makers of London is a family owned speciality tea company offering wide selection of teas and teaware directly to customers and trade including hospitality sector. Over the past decade the company has established an excellent reputation as one of the UK leading luxury tea brand for their excellent selection of speciality teas and the outstanding customer service. This has been clearly evident in over 12,000 independent customer reviews.