



Temporary Customer Service Assistant/Office All Rounder

This role will be five days a week – but with hours increasing as time progresses.

Beginning ASAP until End of December.

With Christmas fast approaching it can mean only one thing! - We WILL BE BUSY in our Falmouth store as well as online.

We are looking for someone who genuinely loves being able to offer excellent customer service and selling quality products, problem solving and using initiative to manage an ever-changing work load. This role will include helping in all areas of the business including collating stock for customer orders, replying to emails and updating customers, general filing, organising, helping with deliveries and packing parcels aswell as working in our Falmouth store and generally assisting the team in running a tight ship!

Your main aim is to assist with everyone's growing workload which requires super time management skills and heaps of energy.

Along with speed, exceptional organisation and time management; excellent attention to detail is also essential for this role.

A friendly, confident approach to sales and problem solving as well as a mature can-do attitude are essential; we aim for our customers to have an enjoyable experience making sure that they long to come back and shop with us again - We always aim to send customers away happy regardless of the problem they have come to us with!

Working within our website team you will be juggling many tasks and you must be able to demonstrate previous administration experience and have worked under your own initiative. In-store, an enthusiastic and friendly approach is key!

Name:

Email:

Mobile:

(Please note that we keep all application forms confidential in regulation with GDPR).

Please provide details of any **relevant** experience gained through employment or voluntary work and what was involved:

This role will consist of a variety of tasks with ever-changing priorities. How would you ensure that tasks are completed on time and to a high standard?

Professionalism as well as a friendly manner when dealing with customers either over the
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phone, via email or in store is crucial. What skill-set would you bring to the role to meet this criteria and retain our high levels of customer service?

Please describe your IT skill-set:

Please provide examples where you have had to demonstrate a keen eye for detail.

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Finally, why would you like to work here at Willow & Stone and what would you bring to the role?

IMPORTANT Please provide two referees (include most recent employer) with contact details:

- 1.
- 2.