

# United Kingdom Jobs Expertini®

## Customer Service Advisor

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Company: Pertemps TM

Location: Bootle

Category: office-and-administrative-support

## Customer Service Advisor

**Bootle**

**£23,000 basic salary**

**Monday, Tuesday & Thursday office based 9am to 5pm. Friday 9am to 5pm and Saturday 9am to 3pm remote**

**Permanent**

**Hybrid**

A large beauty company based in Bootle are currently seeking a Customer Service Advisor to join their growing team. The company sell a large variety of beauty-based products and you will be handling inbound calls, emails and social media messages from customers relating to orders and returns. On offer is a starting salary of £23,000 basic salary. Hours of work are Monday, Tuesday & Thursday office based 9am to 5pm. Friday 9am to 5pm and Saturday 9am to 3pm remote (once training complete)

**Please only apply for this role if you can work from home 9am to 3pm on Saturdays.**

The main duties of a Customer Service Advisor are:

Providing excellent customer service to all customers of the business.

Handling and responding to inbound calls, social media messages, webchat, and emails.

Process customer orders through the systems.

Recording details of customer correspondence and logging on the CRM.

Demonstrating a strong product knowledge to support customer enquiries.

Manage customer expectations.

To apply for the role of Customer Service Advisor:

You must have contract centre experience in a customer service setting.

You must also be able to work Saturday 9am to 3pm.

If you feel this is the right role for you and meet the above criteria, then please apply online in the first instance

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