

Customer Service Advisor

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Company: Everpool Recruitment

Location: Liverpool

Category: other-general

Job Opportunity: Customer Service Advisor

Location: Bootle, Liverpool UK

Salary: £23,000 per annum

Working Hours: Full-time

Monday, Tuesday, and Thursday: 9 am - 5 pm (in office).

Friday: 9 am - 5 pm (remote work).

Saturday: 9 am - 3 pm (remote work).

Company:

Join a thriving e-commerce business operating in the dynamic beauty sector, situated in Bootle, Liverpool. We pride ourselves on delivering exceptional service and quality products to our valued customers.

Role Overview: We are seeking a dedicated and skilled Customer Service Advisor to join our team on a full-time basis. This role offers a blend of in-office and remote work, providing flexibility and a supportive environment for you to excel in.

Requirements:

Minimum of 2 years' experience in customer service, preferably within digital platforms on

phone, email, and social media channels (Instagram, Tik Tok, and Facebook)

Proficiency in computer applications such as Word and Excel and data inputting.

Strong objection-handling skills.

Great rapport building

Excellent communication and interpersonal abilities.

Advantageous Beauty or Fashion background/hobby.

Responsibilities:

Respond promptly and professionally to customer inquiries via email, phone calls, and social media channels (Instagram, Facebook, and TikTok).

Maintain accurate records of customer interactions and feedback in our database, ensuring clear and concise notes.

Demonstrate comprehensive product knowledge to address customer queries effectively.

Cultivate strong relationships with customers, delivering exceptional service and building rapport.

Meet and exceed key performance targets set by the company.

Uphold quality standards and ensure consistency across all customer interactions.

Provide weekly reports to track progress and identify areas for improvement.

If you are passionate about delivering outstanding customer support and thrive in a fast-paced environment, we encourage you to apply. Join our team and contribute to our mission of providing exceptional service within the beauty industry.

Please apply or contact Jess on (url removed) (phone number removed)

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Cross References and Citations:

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