

## Customer Service Advisor

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Company: Travail Employment Group Ltd

Location: Wrexham

Category: office-and-administrative-support

## Customer Service Advisor

**£24,000 per annum**

**Permanent opportunity in Wrexham**

- Hybrid opportunity.**
- 22 days holiday + plus bank holidays + duvet day + your birthday + 1 CSR day.**
- Holidays increase with length of service (1 additional day every year with a maximum of 25 days).**
- Employee Assistance Programme.**

Customer Service Advisor required for a global market leader who operate in the retail sector. This role will suit an individual with excellent communication and the ability to solve issues quickly whilst upholding the company brand values.

### **Responsibilities of the Customer Service Advisor:**

- Manage the global customer service enquiries.
- Retain and develop strong product knowledge in order to deal with all customer queries.
- Work in line with company SLAs and drive continuous improvements to support with customer satisfaction and retention.
- Accurately record and maintain customer information.
- Collaborate with internal departments.
- Ensure that we have continuous coverage in line with global operating hours.
- Utilise customer feedback to make continuous developments to our FAQs to support the reduction of inbound enquiries.

- Support the wider team with administrative tasks as and when required.

### **The Candidate**

The successfully appointed Customer Service Advisor will have the following skills and abilities:

- Strong customer service skills.
- Familiar with email marketing software's and e-commerce platforms.
- Excellent communicator- verbal and written.
- Computer literate- Intermediate proficiency in Microsoft programs.
- Must be organised and have excellent time management and prioritisation skills.
- Excellent attention to detail.
- Ideally be proficient in reporting and data analysis.

Friendly Note: If this job is not for you but you are looking for a new opportunity, please contact us for a confidential discussion on your career.

Additional skills and job titles: Customer Service Assistant, Customer Service Administrator.

### **To Apply**

This vacancy is advertised by Travail Employment Group who are acting as an Employment Agency.

To apply for this position, please email a recent copy of your CV to [angharad@clockworkorg.com](mailto:angharad@clockworkorg.com) or for more information please call Angharad on 01978 366123. If your application is successful a consultant will be in contact with you within the next 7 days. If you do not hear within the next 7 days, you have not been successful on this occasion.

All candidates registering with Travail Employment Group will need to provide proof of identity, and evidence of any experience, training and qualifications our client considers necessary for this position.

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