

Customer Service Executive

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Company: Coyle Personnel

Location: Escrick

Category: other-general

Job description

We are looking for an customer service/ after sales adviser to work for my client based on the outskirts of York. Providing advice over ticketing system, email or webchat to end user customers for any warranty or performance issues.

Full Time (30-37.5 hours) but 4 days a week could also be an option

Location: South of York - £12 hour pay ,There is a bus from York and Selby

Responsibilities:

- * Trouble shooting and guiding customers through correct assembly, starting and running procedure and tips and advice on general operation and maintenance for the product

- * Understanding any potential issues with the product and advising customers on how to avoid future issues

- * Process warranty claims

- * Record all information on the internal CRM system

* Maintain a working knowledge of a diverse number of products and liaise closely with product engineers within the organisation to feedback information on the nature of faults including manufacturing defects for continuous product improvement

* Identifying common faults and consistently applying relevant solutions to prevent product returns to store

* Mon – Friday 09:00 to 17:00, no weekends required

Experience/Skills required:

* Technically minded

* Good customer service persona

* Excellent communicator on all levels

* Demonstrate problem-solving skills

* Microsoft Office skills, previous experience with CRM systems

This is a temporary role to start asap through to September

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