

## Customer Services Advisor

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Company: Micheldever Tyre Services Ltd

Location: Alphington

Category: other-general

Micheldever Tyres Services is looking for a proactive and dynamic Customer Services Advisor to work as part of a customer support team. The successful candidate will understand the customers' journey and look to improve customer service to contribute towards being a Centre of Excellence.

As part of this proactive and fast-paced team delivering CX, you will support the field sales teams on stock availability, delivery schedules, promotional campaigns and other key operational issues.

\* Position: Customer Services Advisor

\* Location: Exeter

\* Package: Salary £27,500 + bonus

\* Benefits include Staff Discount, Retails Vouchers, Life Insurance, Pension (see full list below)

\* Hybrid Split: Alternate weeks working 8am - 4pm in office and 9.30am -5.30pm from home

The Role:

\* Supporting National Account Fleet & VMA (vehicle main agent) customer enquiries and work closely with a number of internal stakeholders.

\* Delivering excellence in customer service (CX) representing the Micheldever brands

\* Provide support to help increase customer sales and account loyalty to Micheldever.

About You:

You will have previous customer service experience gained from either a customer facing role or a call centre.

You will need to be a well organised multi-tasker with a high attention to detail with the

flexibility to meet the constantly changing requirements of the customer

Benefits: Employee discount, Retail vouchers, Life Insurance, Pension, Eye Care

Vouchers, Buy/Sell Holiday option, Flu Jab, Employee Assistant Program, Long Service

Recognition, Enhance Maternity and Paternity payments, Cycle to Work, Charity Match

A full job description is available upon request

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