

## Temporary Customer Service Advisor

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Company: Hales Group

Location: Bury St Edmunds

Category: other-general

Customer Service Advisor

outskirts of Bury St Edmunds

£11.44 per hour

Temporary for 2 months

Our client based close to Bury St Edmunds is seeking a Customer Service Advisor to join their well-established team within an office environment. The successful candidate will be fully trained on how to assist customers via inbound calls, emails and follow up support calls. You'll be working in a busy but friendly and supportive environment.

Our client is keen to find a candidate who shows a passion and goes above and beyond to ensure customer experience is of the highest standard. The working hours for this role are Monday to Friday 08:30-17:00.

Driving/own transport is essential due to the office location.

### Daily Duties

Working within a team

Responding to customer emails

Answering telephone calls and helping with queries

Ensure the workload is prioritised

Inputting data into bespoke software systems

Liaising with external customers and clients

Ensuring customer are updated throughout the process Person Specification

Confident in using Word, general IT, and emails

Professional telephone manner

Strong IT skills

Good communication skills

Why work with Hales?

Weekly Pay

Holiday entitlement

24/7 support

Travel scheme

Rewards

If you are interested in this role, please apply with an up to date CV, or for more information please call Olivia or Chloe on (phone number removed)

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#### **Cross References and Citations:**

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