

## Customer Service Advisor

### 23 hours per week

**(Out of Hours Service - Evenings, Weekends and Bank Holidays)**

Our amazing Customer Service team are at the heart of our business, after all without our customers we would not be as successful as we are today. To help maintain our excellent reputation we are looking for somebody with a positive outlook, strong communication skills and a natural desire to help.

**Working from the comfort of your own home as part of our out of hours team you will ensure customers receive a first class service.**

### Role Responsibilities

Reporting to the Customer Service Manager, you will be responsible for providing an exceptional service to our customers, ensuring they receive full support via a wide range of platforms.

- Acting as first point of contact for the customers, supporting with queries and providing solutions.
- Interacting with customers over Live Chat, WhatsApp, social media and email via the Fresh Desk and Fresh Chat ticketing system.
- Ensuring that all correspondence between yourself and the customer is read thoroughly and replied to in line with our brand tone and language.
- Establishing and fully understanding the root cause of issues and advising customers on the best action to take for resolution.
- Updating customer records.
- Problem and query resolution including evaluating assembly/mechanical issues with reference to instruction manuals.
- Liaising with carriers and manufacturers to problem solve and dispute resolution.
- Providing customers with advice on the Consumer Rights Act and Online4baby's return terms and condition (training will be provided).
- Capturing all relevant information, ensuring that clear notes are left on the system to be fed back to the in house customer services team if you are not able provide a resolution.
- Working towards targets set by the Customer Service Manager.
- Attending the office as and when needed for training/appraisals/important meetings.

### Experience & Skills

We are looking for somebody with a natural instinct to help, a people person who is great at building rapport and trust who can think on their feet. Somebody who can give customers a personal approach with the confidence that they will get to the root of the problem while showing empathy and resilience.

#### Required skills include:

- Experience of working in a fast-moving customer service role (ideally from home or unsociable hours).
- Proven ability to apply the right tone, communicating with customers with empathy and compassion while ensuring that a professional manner is always maintained.
- Confidence to work towards targets.
- IT proficient (including Microsoft Word and Excel) with the ability to learn new technologies quickly.
- Knowledge of Zendesk, Freshdesk or other helpdesk software.



- Willingness to learn products and specifications within our portfolio.
- Natural multi-tasking ability to react to changes in priorities and workload to meet deadlines.
- Excellent attention to detail.
- Ability to quickly identify issues and implement solutions.
- A flexible approach to work as you will be required to cover out of hours team shifts when needed and attend the office for training days/121's and any ad-hoc meetings.

## Salary/Working Hours

- This is a part-time, permanent, home based position.
- Working hours are:  
Monday and Tuesday - 4.30pm – 8.30pm  
Saturday and Sunday – 10:00am – 6.30pm
- Salary is £11 per hour.

## Who Are We?

With over 30 years' experience supplying leading nursery brands at affordable prices to customers across the UK, we have delighted over 1 million customers with exceptional service backed up with "Excellent" Trust Pilot ratings.

Award winning, we stock a huge range of baby products from leading brands including Joie, Mamas & Papas, Cybex, Puggle, Chicco, Snuz, Ickle Bubba and Cosatto to name a few.

There is nobody more passionate about giving power to parents than Online4baby and we pride ourselves on providing only the best quality baby products at the best prices for our customers.

## Why Work Here?

We have experienced double-digit growth over the past 2 years and our team has more than doubled in size, there are no signs of us slowing down anytime soon making it an incredibly exciting time to join us.

## Where Are We?

Close to Junction 22 of the Manchester orbital route of the M60 and the A62, which is the main road from Manchester to Oldham. The nearest stations are Hollinwood and Moston. We are in a convenient and desirable location for people commuting to work from surrounding areas.

## What Do We Offer?

We know as a company how much our employees contribute to the success of our business, after all we would not be where we are without them. To show our appreciation we offer company benefits along with extensive progression opportunities.

- Staff discount.
- Friendly, team orientated environment.





- Extensive progression opportunities.
- Genuine responsibility from day one.
- Exciting and fast-paced working environment.
- Social events.
- Pension (after probation).
- Birthday day off.

We have a creative and energetic workplace where no 2 days are the same. A fast-paced culture where ideas are listened to, and every team member is encouraged to be the best they can be.

### **Sound like the kind of role you are looking for?**

If so, please click to apply or send a copy of your CV and covering letter to:

- [kduffy@online4baby.com](mailto:kduffy@online4baby.com)

*As an equal opportunities' employer, we value diversity and welcome applicants from all sections of the community. Please note that due to the high volume of applications we receive we are unable to give feedback to candidates at initial application stage.*

**\* STRICTLY NO AGENCIES \***

