



## CUSTOMER SERVICE ADVISOR

Are you ready for a customer service adventure that goes beyond the ordinary? Our company thrives on setting the bar for exceptional service and our extraordinary Customer Service team is the heartbeat of our commitment to excellence. Without our incredible customers, our success story wouldn't be possible.

### Why choose us:

- **Beyond Ordinary:** This is not your average customer service role! Dive into a dynamic environment where excellence is the norm, and every day brings a new chance to shine.
- **Multi-Channel Mastery:** Utilise a spectrum of communication channels, from Live Chat to WhatsApp, social media, email, telephone, and our cutting-edge Fresh Desk ticketing system. Be at the forefront of modern customer interaction!
- **Customer-Centric Culture:** We recognise the power of our customers, and you'll be a crucial part of ensuring their experience is nothing short of extraordinary.
- **Positive Vibes Only:** Bring your optimism! We're looking for individuals with a positive outlook, excellent communication skills, and a natural knack for assisting and delighting customers.

### What you'll be doing:

- **First Point of Contact:** Acting as the initial point of contact for customers, assisting with their queries and providing effective solutions.
- **Multichannel Support:** Interacting with customers through various communication channels, including Live Chat, WhatsApp, social media, and email, using the Fresh Desk and Fresh Chat ticketing system.
- **Effective Communication:** Ensuring that all interactions with customers are handled with attention to detail and are in line with our brand's tone and language.
- **Issue Resolution:** Identifying and understanding the root causes of customer issues and advising them on the best course of action for resolution.
- **Customer Record Management:** Maintaining and updating customer records with accurate and relevant information.
- **Mechanical Problem Resolution:** Evaluating assembly and mechanical issues by referring to instruction manuals to provide effective solutions.
- **Collaboration:** Liaising with carriers and manufacturers to resolve problems and disputes, fostering positive relationships with external partners.
- **Consumer Rights and Policies:** Providing customers with guidance on the Consumer Rights Act and our return terms and conditions (training provided as needed).
- **Documentation:** Capturing all relevant information and ensuring clear and concise notes are recorded in the system for future reference.
- **Personalised Service:** Utilising voice notes and video calls to deliver a personalised service experience to customers.
- **Performance Targets:** Working diligently towards achieving performance targets set by the Customer Service Manager.

### What we're looking for:

- **Customer Service Experience:** Prior experience in a fast-paced customer service role to show an understanding of customer needs, expectations, and common issues.
- **Effective Communication:** Ability to communicate with customers in a professional and empathetic manner is crucial. This includes having excellent verbal and written communication skills, with the capability to choose the right tone for different situations.





- **Rapport Building:** A people person with a natural instinct to help. Building rapport and trust with customers is key to providing an exceptional service.
- **Problem-Solving Skills:** Strong problem-solving abilities, enabling to identify the root causes of customer issues and implement effective solutions.
- **Empathy and Resilience:** Empathy towards customers' concerns and being resilient in handling challenging situations to maintain customer satisfaction.
- **IT Proficiency:** Proficiency in basic software such as Microsoft Word and Excel along with the ability to quickly learn and adapt to new technologies.
- **Helpdesk Software Knowledge:** Familiarity with helpdesk software such as Zendesk, Freshdesk, or similar platforms is a plus.
- **Product Knowledge:** Willingness to learn about our products and their specifications is important. This knowledge helps in addressing customer inquiries and issues accurately.
- **Multi-Tasking:** Natural multi-tasking ability for handling multiple customer inquiries and adapting to changes in priorities and workloads while meeting deadlines.
- **Attention to Detail:** Excellent attention to detail to maintain accuracy in customer interactions and documentation.
- **Target-Oriented:** Confidence to work towards and meet targets, which can include response times, issue resolution rates, or customer satisfaction scores.

### Salary/working hours:

- This is a full-time, permanent position where the office is our playground – no remote work here! We thrive on team spirit and camaraderie that comes with us all being together.
- Working hours are 8:30am - 5:00pm Monday to Thursday and 8:30am – 4:30pm Friday.
- Salary is up to £22k DOE (this will reflect experience and will be discussed during interview).

### What sets us apart:

- **Award-Winning Excellence:** We don't just talk the talk; we've walked the walk with awards recognising our commitment to excellence.
- **Brand Bonanza:** We stock a treasure trove of products from renowned brands like Joie, Mamas & Papas, Cybex, Puggle, Chicco, Snuz, Ickle Bubba, Cosatto, and many more!
- **Customer Happiness Central:** We've mastered the art of turning customers into fans, their satisfaction is our success story.
- **Price-to-Smile Ratio:** Unbeatable prices for the most adorable products.

### What makes our location so good:

- **Easy Access:** Find us close to Junction 22 of the Manchester Orbital route of the M60 and A62, making your journey smooth and stress-free.
- **Tram and Train Magic:** Hop on over to Hollinwood and Moston – our nearest tram and train stations, bringing the convenience of public transport right to you.
- **Commute with a Smile:** Say goodbye to commuting woes! We're strategically placed for those coming from the surrounding areas.

### Benefits of joining the adventure:

We understand that our employees are the real stars of our success story. Without them, we wouldn't be where we are today. To express our gratitude, we've put together a lineup of company benefits and exciting progression opportunities.

- **Free Parking:** Parking worries aside! Enjoy the perk of free, onsite parking.
- **Staff Discount:** Treat yourself! Our employees get an exclusive discount because they deserve it.





- **Friendliest Team Around:** Step into a workplace that feels like family. We're all about a friendly, team-oriented vibe.
- **Sky's the Limit Progression:** Ready to climb the career ladder? We've got extensive progression opportunities just waiting for your ambition.
- **Day-One Responsibility:** Dive into genuine responsibility from your very first day. Your impact starts now!
- **Thrilling Work Environment:** Brace yourself for excitement! Our workplace is buzzing with energy and fast-paced action.
- **Social Events Extravaganza:** Work hard, play harder! We have a variety of social events that keep the team spirit going.
- **Generous Holiday Allowance:** Relax and recharge! Enjoy a generous holiday allowance to make the most of your downtime.
- **Pension Perks:** Secure your future! Once you've conquered the review period, our pension plan kicks in.
- **Birthday Bliss Day Off:** Celebrate you! Take a day off on your birthday because special days should be spent exactly as you please.

## Ready to join a workplace that's more than a job?

Click to apply or send a copy of your CV and covering letter to:

- [jobs@online4baby.com](mailto:jobs@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 \***

