



Customer Service Advisor

A luxury online retailer in SE London is currently looking for a number of Customer Service Advisors on an ongoing temporary basis

Key responsibilities are as follows :

- Ensure outbound orders and customer returns are processed accurately and within the agreed SLAs
- Ensure exemplary levels of customer service are displayed at all times
- Take responsibility to improve product knowledge and advise customers on purchases
- Take every opportunity to up-sell and accessorize outfits
- Increase sales by being aware of current trends, styles and availability of products on the company websites
- Understand individual and team KPIs and strive to exceed target set for telephony quality and sales
- Liaise with other departments as necessary to meet customer demands
- Anticipate, identify and resolve problems that could delay the release or movement of shipments
- Utilize internal email management software to ensure correct categorization of customer queries and complaints
- Report to the Premier Team Leader in the event of any customer query or complaint concerning the Premier Service
- Manage workload effectively

This is a shift based role, Shifts vary each week over a 13 week period, with a maximum of 5 weekends worked, 37.5hrs per week shifted between 7.30am to 9.30pm

Essential Requirements :

- Must have an office based customer service background but would look at candidates who are currently working in fashion retail
- Must be accessible to South London, so would not consider candidates in West or North London
- Excellent communicator
- Must be happy working shifts and working some weekends
- Must be immediately available

Job Type : Temporary/Seasonal
Location : South East London
Salary : £10.92-12.07ph
Date Advertised : 23 Feb 2017

EDUCATIONAL PURPOSE