

Job Title: Customer Service Advisor

Hours: 8:30am-4:30pm Monday – Friday (37.5 Hours)

Salary: TBD

Interviews: April 2023



Role Overview:

As a customer service advisor, you will be responsible for providing support to our customers via email, live chat, and over telephone for multiple ecommerce companies including OnlineRadioCodes.co.uk and BABYGO.uk. You will be the first point of contact for customers, so you must be able to communicate effectively, listen actively, and respond to their needs in a professional and timely manner. You will work closely with our customer service team to resolve any customer issues and ensure a positive customer experience.

Key Skills:

- Excellent verbal and written communication skills.
- Ability to multitask and manage your time effectively in a fast-paced environment.
- Customer-focused approach with a passion for delivering excellent service.
- Ability to work independently and as part of a team.
- Strong problem-solving skills and attention to detail.
- Familiarity with Microsoft Office Suite and customer service software.
- Experience in e-commerce customer service is desirable.

Responsibilities:

- Responding to customer inquiries via email, live chat, and telephone in a professional and timely manner.
- Managing customer expectations and resolving issues to ensure a positive customer experience.
- Keeping accurate records of customer interactions and updating our CRM system.
- Collaborating with our operations team to resolve any customer issues.
- Providing feedback to management on customer trends and issues.

Benefits:

Joining the GAVGO team offers more than just a job; it's an opportunity to work in a fast-paced and dynamic environment with a highly motivated team. We offer a range of benefits to support your personal and professional development, including:

- The latest Mac and 40-inch Monitor 🧐.
- 28 days of annual leave.
- Your birthday off.
- Achievement Awards to recognize your hard work and contribution to the team.
- Training/Qualifications to help you stay ahead of the game and grow your skills.
- Quarterly social events.
- Pension & Stocks and Shares Scheme
- Costco Card
- Gym Membership
- Free Food Friday

If you are looking for an opportunity to work with one of the UK's fastest-growing companies alongside a group of amazing colleagues who are on a mission to be “best in class” at what they do, then this is the job for you!