

Nights Customer Service

We are seeking a motivated and focused Nights Customer Service Administrator to join our growing Customer Service team. Freshview Foods provides a high quality, personal service, delivering a range of fresh and ambient products to caterers and retailers. Our fleet of over 40 temperature-controlled vehicles deliver from our purpose-built warehouse, in Wolstanton, Newcastle under Lyme.

Key Tasks

Typical work activities include:

- Dealing with and supporting Inbound Customer calls.
- Process a high number of customer orders accurately onto our bespoke booking system.
- Confidently resolve or escalate any potential customer queries efficiently and effectively in a timely manner.
- General Administration task as required
- Work effectively across the business for the benefit of customers and business.

Employee Benefits:

- Free Health Insurance
- Extra Holidays with Long Service
- Free Lift Insurance
- Free Fruit at Work
- Excellent Training and Development programme
- Employee Discount

Working Hours:

40 hours over 4 shifts per week including weekends and bank holidays

Hours – 8.30pm-6am or 7.30pm – 5am

Key Skills/Attributes

The essential skills/attributes are:

- Must be able adapt to new technologies and procedures quickly.
- Excellent Data Entry Skills
- Self-motivated and self-disciplined.
- Adapt well to a changing environment
- Applicants must be computer literate and familiar with standard MS Office applications (MS Word, Excel, and Outlook)
- Enthusiastic self-starter, driven by the intent to succeed and achieve personal and company goals.
- Mature, responsible and positive outlook.
- Set examples to team members in areas of personal character, commitment, organisation, professionalism and work ethic.
- First-rate communications skills; demonstrating confidence, adaptability, dependability and initiative
- Ability to build rapport with customers to enable a high standard of Customer Service.
- Ability to thrive in a high pressurised environment.

To apply:

Please email your CV to
recruitment@freshviewfoods.co.uk

If your application is successful, then we will contact you shortly.

Service: Customer Service

Location: Stoke-on-Trent

Telephone: 01782 717806