FRESHVIEW
Foods Ltd

Customer Service Administrator

We are seeking a motivated and focused Customer Service Administrator to join our busy, friendly Customer Service team. You will be answering inbound calls, processing customer order onto our bespoke ordering system. We will have first rate customer service skills with excellent attention to detail.

Duties include:

- Dealing with and supporting Inbound Customer calls.
- Process customer orders onto our bespoke booking system.
- Confidently resolve or escalate any potential customer queries efficiently and effectively in a timely manner.
- Keeping up to date with product knowledge and seasonal availability.
- Keeping customers informed of daily special offers and products available.
- To communicate effectively with other departments including, warehouse, dispatch office, buying team, account managers.

Key Skills/Attributes

- Must be able adapt to new technologies and procedures quickly.
- 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.
- Outgoing and positive personality.
- Self-motivated and self-disciplined to follow the daily structure.
- 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

Hours of Work: Shifts – 21 hours per week over 3 shifts between the hours of 8am-7pm.

Usual working days: Tuesdays, Fridays and Saturdays

Salary: £10.00 per hour

Service: Customer Service

Location: Stoke-on-Trent

Telephone: 01782 717806

To apply:

Please apply in writing with an up to date CV to recruitment@freshviewfoods.co.uk