

Customer Service Advisors – Bangor

(41 Fixed Term positions – August to December 2019)

We are pleased to announce an opportunity at our Bangor Contact Centre. This role will require the successful candidate to maintain Contact Centre standards of service in contact handling and order processing whilst retaining customers through excellent customer service, meeting business requirements.

The Role - Main responsibilities

- Meet individual performance targets set.
- Promptly answer incoming calls in an enthusiastic, courteous and efficient manner.
- Correctly input post and invoice orders when not taking incoming calls.
- Identify customer requirements and respond to these.
- Resolve enquiries where possible or transfer them when appropriate.
- To make outbound calls to customers where necessary.
- Develop excellent product knowledge and be aware of current promotions and offers.
- Maximise sales by upselling, cross selling and offering alternative for out of stock items.
- Process all data accurately keeping customer details up to date.
- Be clear in communicating information to customers.
- Adhere to Data Protection Act regulations.
- Follow company Health & Safety guidelines.
- Assist with any general office duties.
- Perform any reasonable request from a Manager.

The Person – Key Attributes

- Have excellent literacy, numeracy and communication skills both written and verbal.
- Demonstrate attention to detail, accuracy and consistency.
- Have a positive attitude and work well as part of the team.
- Show an excellent level of attendance and time keeping.
- Have a strong commitment to delivering excellent levels of customer service.
- Have excellent problem solving skills and the ability to multi-task.
- Have an excellent working knowledge of MS Office.

Hours of work

- Monday to Sunday, part time hours (30 hours per week). You will be required to work flexibly between 9am and 8pm.

Salary

- To be discussed further at interview stage.

Method of application

If you are interested in this exciting Customer Service Advisor vacancy, please apply by submitting your application form along with a cover letter explaining why you believe you are suitable for the position to hr@thebookpeople.co.uk