

LAITHWAITES

Customer Service and Sales Advisor – Gloucester Full Time

Laithwaites are currently looking to recruit people who are enthusiastic, hardworking, and passionate customer service advisors to join our Inbound Call Centre team. Based near Gloucester on a long-term basis with permanency available for those who excel in this busy and ever-growing company. No experience necessary as full training will be provided with on-going progression goals for motivated individuals who would like to thrive in their professional growth.

Key Responsibilities:

- Show off your problem-solving skills by aiming for first contact resolution.
- Answering customer's queries and providing excellent standards of customer service
- Ensure adherence to processes to ensure high quality work and customer satisfaction
- Follow escalation procedures for issues that are not resolved
- Handling transactions, managing customer access, responding to sales enquiries, and dealing with customer complaints.
- Updating customer accounts and various processes
- Customer retention

What we look for?

We are looking for customer orientated individuals with a professional and helpful telephone manner. The role will revolve around processing customer orders, receiving inbound customer inquiries regarding their order, account, issue or general queries and customer retention. If you do not have experiences in the customer service field do not worry! We have a full training plan that is used to prepare you for the experience followed by ongoing coaching to make sure you achieve your full potential!

What we give you in return:

Besides being a part of our positive diverse team, you will also be entitled to:

- FREE Car Park
- FREE Gymnasium facilities
- FREE Refreshments
- Friendly and exciting working atmosphere
- Fantastic staff discount
- Great social events
- Large bonus incentives ran daily, weekly & monthly
- Opportunities to gain further qualifications in the industry
- Subsidised canteen
- Optional overtime hours

Working hours:

An average of 35 hour working week, you must be flexible in the hours you are available due to the fact the Contact Centre is open 7 days a week. Your hours will include a weekend and evening shifts.

Our opening hours are as follows:

08:30-19:00 Mon-Fri | 09:00-17:00 Saturday | 10:00-16:00 Sunday

If you'd like to discuss the role in more detail, please contact Omega Resource on 01452 651919 and speak to a member of the team.

Alternatively, if you'd like to email your interest and CV, please email either Martyna.Fajkowska@omegaresource.co.uk or Damien.Anderson@omegaresource.co.uk

Omega Resource (Staffline) are the onsite agency support to Laithwaites Wine.