

## Customer Support Advisor - temporary contract

### Job Purpose

To provide on-brand service to all customers contacting the department, achieving a high level of customer satisfaction by efficiently and effectively responding to all queries by phone, email and letter.

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### The role

To ensure that all customer enquiries are managed in a professional and timely manner. This will entail:

- Responding to and logging customer enquiries coming into the team.
  - Delivering an excellent level of customer service at all times
  - Providing support and advice to other field teams and Head Office staff.
  - Engaging with others in the business to encourage a cohesive approach.
  - Provide daily feedback and support to shops for all general queries.
  - Assist with ad hoc administrative duties
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### Skills and Behaviours

Customer service focus

Excellent verbal and written communication skills

Problem solving and initiative

Enthusiastic and self-motivated

Team working

Essential Flexible and adaptable

This is full a full time role (temporary 4 month contract) – you will be required to work weekends to cover the department's needs.

As an experienced Customer Service Advisor, you will of course have;

- Excellent communication skills, both verbal and written,
- Demonstrate strong customer service experience or have worked in a call centre/helpdesk environment
- Be very organised,
- Able to prioritise your workload
- Be fully proficient in the use of Microsoft Office.

This is a full time role (temporary contract) based in our Piccadilly Head Office, working with a friendly, welcoming bunch of people and available for an immediate start.

If you have the relevant experience, are truly flexible and happy to get stuck in to support your teams, you might just be the person we're looking for.

To apply please send your C.V and Covering letter to 'opportunities@waterstones.com'