

## **Customer Services Advisor (Online Team)**

Due to continued growth and expansion within a thriving online Digital Printing company in Belfast, we are looking to recruit a passionate and enthusiastic Customer Service Advisor to join our team.

Founded in 1988, we have built a reputation for high quality, combined with fast turnarounds and award-winning service.

This is a full time Monday to Friday, permanent position based at our Northside office, Dargan Crescent, Belfast.

This position is an integral part of our award winning friendly Digital Team. You will learn about our print operations to enable you to investigate issues and assist customers with enquiries via phone, email, and live online chat.

### **Requirements and Duties**

- Using our bespoke IT systems and product knowledge to help with customer requests in a friendly, professional and empathetic manner, via web chat, email and phone.
- Gain extensive knowledge of our products and services that we offer, as well as how our print and finishing operations work.
- Be able to quickly resolve any queries or complaints including arranging reprints and being able to give clear solutions to customers issues.
- Ensure that all customer enquiries and complaints are followed up and dealt with promptly and using emotional intelligence.
- Work with our different departments to get solutions to customer issues or where you see possible improvements.
- Work with couriers to deal with delivery issues.
- Be driven to always achieve and maintain top quality customer service levels.
- Any other reasonable duties as required, or at the request of management.

### **Essential criteria for Customer Service Advisor**

- GCSE Maths and English at Grade C or above or equivalent.
- Strong communication and empathy skills, with the ability to use a range of communication styles to provide a personal approach.
- Must have a high level of accuracy, to be able to effectively multitask and manage your own workload.
- The ability to learn new systems and processes quickly.

- Be able to apply common sense understanding to carry out instructions in written or oral form.
- Motivated by achievement of results and providing a high level of service to all customers.
- Strong team player with the ability to work as a group when required to achieve the best level of service to our customers.

### **Desirable Criteria**

- 1+ years' experience of working in a sales or customer service environment including resolution of complaints.
- Previous experience in the print industry.

If you are interested in this position, please send an updated CV using the link provided.