

# **Customer Service Representative**

## **About us**

We are a skincare company based in the UK, with many of our products handmade locally. Our commitment to sustainability is reflected in our extensive range of eco-friendly products and our dedication to zero-plastic solutions. These efforts are not only kind to your skin but also beneficial to our planet. We are proud to have achieved plastic neutral certification by partnering with rePurpose Global, a charity focused on plastic reduction and community empowerment. Additionally, we have collaborated with Ecologi, an environmental and social charity, to further reduce our carbon footprint.

## **What you will be doing**

A Customer Service Representative is the first point of contact for customer enquiries within our company, through multiple channels. This person will be passionate about delivering a personalised world-class service offering tailored solutions that exceed expectations, ensuring satisfaction and building lasting relationships.

## **Key Responsibilities**

- ❖ Responding to customer queries in a timely and accurate way, via email, chat and social media.
- ❖ Dealing with - sales, amendments, cancellations, refunds, returns, lost/missing parcels etc.
- ❖ Investigating and resolving customer complaints with empathy.
- ❖ Guide customers on how to use the website - provide useful links.
- ❖ Keeping informed about product updates, promotions, and company news for effective customer support.
- ❖ Identifying and flagging website issues, promotions, customer procedures etc.
- ❖ Dealing with messages and comments on social media accounts and reviews.
- ❖ Collaborate with other departments to meet customers' needs.
- ❖ Ensuring compliance with policies and laws in all customer engagements, and accurately recording details for quality assurance and future reference.

## **Requirements and Skills**

- ❖ A minimum of 1-year experience as a CS agent or a similar role.
- ❖ Fantastic communication and problem-solving skills.
- ❖ Ability to prioritise and multitask in a fast-paced environment.
- ❖ Patience when handling tough cases.
- ❖ Adhere to Service Level Agreement (SLA) deadlines in resolving customer complaints quickly and effectively.
- ❖ Excellent English writing skills with good attention to grammar and sentence structure.
- ❖ Ability to be self-motivated and manage your work rate.
- ❖ Working knowledge of Zendesk and LiveChat is also preferred.
- ❖ Excellent data entry skills.
- ❖ Flexible to work different shifts, Monday to Sunday.

## **Working hours:**

- ❖ Different shifts,  
**Monday to Sunday**  
between 7:00 am and 9:00 pm CET,  
40 hours per week.

## **Salary:**

- ❖ 1000 EUR, monthly salary.

Freelance contract will be provided and agreed upon.

Please send your CV to this email address: **monika.zengovska.57@hotmail.com**