

Role: CUSTOMER SERVICE AND SALES ASSISTANT
Company: Pulse Lacrosse

Hours: Flexible hours between 8.30 - 5:30, Monday to Friday

Salary: Range from £21k - £22.5k based on experience

Location: North Cheshire Trading Estate, CH43 3HF

The successful candidate will be responsible for being the initial point of contact with customers over the phone and email.

Working alongside and reporting to the Team Leader the main duties involve:

- Being the initial point of contact for customers over the phone and email
- Dealing with customer questions and issues
- Processing returns
- Contributing ideas to develop the customer journey

Due to the dynamic nature of the business, your job role will inevitably grow over time as your skills develop. You will, from time to time, be required to undertake other tasks of a similar nature that fall within your capabilities.

A successful applicant should have:

- Highly competent computer user
- Efficient approach to problem-solving
- Excellent written and verbal communication
- Excellent attention to detail
- Organised and efficient approach towards work
- Willingness to learn, with a 'get stuck in' attitude
- Polite and clear phone manner

Desired qualifications

- A-Level / Degree level

To apply please submit a CV and brief covering letter to the below email address –

info@pulselacrosse.co.uk