



JOB VACANCY

Customer Service Executive

Miriad Products Ltd are a forward thinking, fast growing leisure company currently operating in the B2B market place. To help with the continued growth we are looking to recruit a full-time Customer Service Executive.

The Customer Service Executive will be the first point of contact for most customers contacting Miriad and therefore we expect them to provide the best experience possible. They will be expected to try to upsell and push promotions.

Key Responsibilities

- Handling telephone calls, and email enquiries professionally and in line with service level agreements.
- Motivated to achieve department KPI'S and being a team player.
- Managing allocated customer accounts, calling customers on a regular call cycle maintaining and building strong relationships, offering products and support where needed.
- Updating and maintaining customer details and records for accuracy
- Setting customers up on our online portal and managing their orders and accounts
- Completing an activity log in SAP for telephone conversations
- Offering customers products and special offers on all calls
- Processing of orders, quotes and payments accurately
- Provide administrative support to the Customer Service Manager.
- Take messages and proactively call back any missed calls as required.
- Undertake housekeeping of all orders – checking for back orders, updating with new part codes, etc.
- Liaise with other departments, e.g., Despatch and Accounts.
- To continually adopt a friendly and polite customer focused approach.
- Planning and prioritising of workload
- Take ownership of customer queries and complaints to resolve to a high level of service always maintaining the company image

Person Specification

Essential

Excellent telephone manner

Excellent customer service skills

Good computer skills with the ability to use Microsoft Office applications including Word, Excel and ideally Teams.
Strong organisation skills

Desirable:

Previous experience working within a customer service and/or sales

Experience of upselling and pushing promotions.

Conflict management

Hours and pay

37.5 hours per week to be worked between 8:30am and 5pm, Monday to Friday.

Competitive salary of £19,000 to £20,000 per annum plus a performance related monthly bonus upto £250

Benefits

- Salary Sacrifice Pension Plan.
- Employee discount on Miriad's entire product range.
- Medicare healthcare cash plan.
- Discounts across many well-known online and high street retailers (technology, fashion, entertainment, etc).
- A blend of training, including e-learning and on the job training to help your career development.
- Employee Assistance Programme.
- Additional holidays for long service.

Closing Date: 11th March 2022

To apply please submit an update to date CV and covering letter to Tanya Belcher, Customer Service Manager

For more please speak to Tanya or Charlotte.