

Job Title: Customer Service Assistant & Returns Processing
(UK Team – English Language)

Reporting to: Head of Operations / Customer Service Manager

Salary: £10/hour

Hours: 40 hours per week on a rota Monday-Sunday (GMT)

Location: Homeworking. Applicant must have access to reliable broadband internet. Push will provide required hardware and software.

We are looking for a reliable Customer Service Assistant, who will answer customer service tickets from English language speaking customers in our online helpdesk environments and receive and process products returned from customers.

The ideal candidate will have excellent communication skills, both written and verbal, and be highly competent in prioritising work. We are looking for someone with great attention to detail, who enjoys working collaboratively with others.

Key responsibilities & duties

- Answer Customer Service helpdesk tickets using Push Merchandising ZenDesk and related online tools
- Answer allocated Customer Service helpdesk tickets using UMG Spinnup ZenDesk and related online tool
- Receive and process returned products from customers in United Kingdom and adjacent countries
- Arrange for the charitable disposal of returned products to a place approved by the Head of Operations
- Maintain records and update google sheets with work activity
- Create and maintain sales and operations databases with financial and other data
- Submit timely reports when required
- Provide administrative support for ad hoc activities as delegated by Supervisor
- Log hours accurately using online business tools provided by Push

Requirements

- Proven experience in a customer facing or other relevant role
- Outstanding communication and interpersonal
- Excellent organisational skills
- Good knowledge of MS Office suite
- Knowledge of Google Drive, Google Sheets, Google Slides, Google Docs

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