

Customer Service Representative

Job Summary:

Just Laptops is an online laptop parts and accessories retailer of new and used products with an inventory of over 6000 lines selling through channels such as Amazon and eBay, shipping worldwide.

This role will utilise your existing Customer Service experience and people skills to maintain and enhance the after sales service that our customers receive. You will require excellent communication skills and must be adaptable to the needs of different customers across the globe – You will be their first point of contact. You will be interacting via email and on the telephone throughout the day, answering product and order related queries including handling returns.

Whilst a technical background is not needed, you will need to be competent with technology & have an interest in computers and be resourceful in researching answers for customers online.

With a range of calls, emails and deliveries arriving throughout the day it is essential that you can prioritize your workload and organize your day. Your positive attitude needs to be contagious so that customers feel they have received a '5-Star' service which will uphold the Just Laptops brand.

Main Responsibilities:

- Providing excellent customer service through email, telephone and occasionally face to face.
- Attracting potential customers by answering product and delivery questions; suggesting information about other products.
- Logically working through customer problems to seek solutions.
- Listening to, and providing empathy to customers and responding concisely and clearly.
- Proactively seeking to service the needs of the customer and actively working towards customer recovery.
- Handling external complaints.
- General admin, remedial office tasks including invoice creation and payment processing.
- Developing the systems in place and always looking at 'how we can do it better'.
- Recommending potential products or services to management by collecting customer information and analyzing customer needs.
- Documenting new and existing procedures into a presentable format which can be used as a learning aid.
- Working with stock control and using our stock database for accurately logging information
- Improving current processes and techniques to help the company and its staff achieve the best service it can achieve.

To undertake any other such duties or general tasks and hours of work as may reasonably be required relating to this role.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.

Working Pattern	Location	Office Hours	Salary	Responsible To
Full Time Permanent	Leatherhead, Surrey	Mon-Fri 09:00-17:30	£15,000-19,000	Directors