

Job Description

極度乾燥(しなさい)
Superdry®Careers

Part Time Customer Service Advisor Temporary - Cheltenham

The Role

Superdry is a genuine British success story that has grown to an annual turnover of £872m, with our brand already worth £1.6bn in total global consumer sales. We are a multichannel operator with well-developed and highly successful retail, ecommerce, wholesale and franchise businesses and customers in virtually every country in the world. We are well on our way to achieving our goal of becoming a global digital brand.

This is a part time, temporary role that will end in January. As a Customer Service Advisor you are the main point of contact for all our customers. You will provide excellent customer service and support to the e-commerce SuperGroup websites, including; our own online shopping site, eBay and social media platforms as well as our retail customers. Your genuine passion, energy and enthusiasm for our brand will be at the heart of delivering the ultimate customer service experience to our customers.

You will

- Respond promptly to customer inquiries; handling and resolving customer complaints within a 48 hour turnaround
- Keep accurate records of customer inquiries, interactions and details of actions taken
- Provide excellent levels of customer service at all times
- Take ownership for own performance actively seeking opportunities to improve and develop
- Manage customer expectations through clear communication

You are

- Someone with previous customer service experience
- An excellent communicator, with strong interpersonal and relationship building skills
- A true team player
- Computer literate (Outlook, Word, Excel)
- Highly organised with a high attention to detail
- Someone with good commercial acumen
- Able to handle a wide range of different complex enquiries in close succession in order to meet the demands of the many different types of callers.
- Able to build rapport and be passionate about delivering excellent customer service

Working for Superdry has never been so rewarding...

- Everyone receives a generous salary, pension contributions, life assurance and 25 days holiday
- Great Share Scheme initiatives
- Unrivalled range of Learning & Development programmes
- Amazing staff discount, 50% online and in store, plus an on-site staff shop and subsidised cafe
- Discounted gym membership, cycle to work scheme, wellbeing services and much, much more