**Repairs Assistant**

Monster Group (UK) Ltd is a thriving online retailer offering a diverse range of high quality and great value products to an international market. We are a rapidly expanding company with tremendous potential and a growing team. We are looking for an enthusiastic Repairs Assistant to join our energetic team. The role is reporting to our Customer Services Manager. You will be required to support our Repairs Technician in providing repairs services to our customers as well as processing returns on our unique ordering system.

**Daily Tasks:**

The role will be highly varied and will be responsible for;

* Arranging returns and repairs of items for our customers.
* Working with the Repairs Technician to ensure an efficient and systematic service
* You will occasionally need to answer customer queries over the phone and via email
* Working with the Repairs Technician help to identify any possible manufacturing issues

**Key Skills required:**

* GCSE in English and Maths.
* Good knowledge of Microsoft Office programmes.
* You will have an open and can do mindset.
* Any electrical or repairs experience / understanding.
* A curiosity to know how things work.
* Team work as well as initiative to work on your own.

**Desirable:**

* Great customer service skills
* Be confident and creative in resolving customer issues in a friendly manner.

**Working hours**: Full time; Monday to Friday 9.00am to 5.30pm (37.5hrs per week with 1 hour for lunch).

Working at our modern offices near Sheriff Hutton it is essential that you have your own transport.

Salary is dependent upon experience and attributes. The company offers a generous holiday allowance of 25 days plus Bank Holidays! If you would like to be considered for this position, please email your CV.

To find out more about us and what we do please visit us online at [www.monstershop.co.uk](http://www.monstershop.co.uk). For any queries please email hireme@monstergroupuk.co.uk.