**Customer Service Manager**

Monster Group (UK) Ltd is a thriving online retailer offering a diverse range of high quality and great value products to an international market. An exciting opportunity has now arisen for a Customer Service Manager to join our fast-growing and dynamic team at Monster HQ. You will lead the customer service team to deliver outstanding after sales service that is out of this world.

**Daily Tasks:**

* Manage and inspire the Customer Service team, to continuously improve and develop.
* Lead from the front; you will confidently and creatively answer customer enquiries over the phone, via email and ticketing system.
* Monitor and manage feedback across all selling channels and marketplaces, ensuring we uphold our Five Star Rating and Top Seller Status.
* Work closely with other teams to ensure that Monster customer service is delivered consistently.
* Process customer returns, refunds, repairs and/or replacements of items according to the most cost-effective solution for the business, whilst exceeding our customer expectations.
* Deal with couriers to ensure we receive the best service possible.
* Management reports relating to returns, credits and refunds.
* Liaising with the repair technicians you will communicate product feedback to the Supply Chain team.

**Key Skills required:**

* Forward-thinking, innovative and pro-active.
* Excellent experience of delivering amazing customer service.
* Good knowledge of Microsoft Office programmes.
* Knowledge of consumer law would be advantageous.
* Must love cake 😊

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

You will be based at our modern offices near Sheriff Hutton (YO60) therefore it is essential that you have your own transport.

Salary is dependent upon experience and attributes. We pride ourselves on creating an exciting working environment that’s fun and full of laughter, where people can strive to be their best, and embrace our values; Empowerment, Forward Thinking, Respect and Fun. We also offer a generous holiday allowance of 25 days plus Bank Holidays! If you would like to be considered for this position, please email your CV.