



Customer Service Advisor / Administrator

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 Advisor to join our fast-growing and dynamic team. The role is reporting to our Customer Service Manager and you will play a crucial role in maintaining our outstanding after sales service levels. You will deal with customer enquiries over the phone, via email and ticketing system, which connects to the various marketplaces we sell on. You will also use our unique ordering system to process repairs, exchanges and returns and other order administration.

Daily Tasks:

- Answering customer queries over the phone, via email and ticketing system; you will be confident and creative in resolving customer issues in a friendly manner.
- Ensuring all selling channels and marketplaces uphold our Five Star Rating and Top Seller Status.
- Work closely with other teams to ensure levels of service flow consistently between departments.
- Processing customer returns/refunds, repairs or replacements of items.
- Communicating with couriers.

Key Skills required:

- Forward-thinking, innovative and pro-active.
- Team work as well as initiative to work on your own.
- GCSE in English and Maths.
- Good knowledge of Microsoft Office programmes.
- Good technical knowledge would be advantageous.
- Must like 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.

Address: Monster House, Alan Farnaby Way, Sheriff Hutton Industrial Estate, Sheriff Hutton, York, YO60 6PG

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