



Italian and Spanish Customer Service Advisor

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 currently looking to recruit a Spanish and Italian speaking customer service advisor to join our team based in York. Reporting to our Customer Service Manager, you will play a crucial role in maintaining our outstanding service levels. You will deal with customer enquiries over the phone, via email and a ticketing system, which is linked to the various marketplaces we sell on. You will also use our bespoke systems to process orders, repairs, exchanges and returns. You'll provide support to other teams too, in dealing with our growing range of Spanish and Italian Marketplaces.

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, on a wide range of products, in an agreed timescale.
- Ensuring all selling channels and marketplaces uphold our Five Star Rating and Top Seller Status.
- Processing customer returns/refunds, repairs or replacements of items.
- Taking sales enquiries from customers.
- Liaising with couriers and using online portals to arrange deliveries, collections and resolve queries.
- Dealing with administration on all Spanish and Italian Marketplaces.

Key Skills required:

- A positive and forward thinking approach, and able to keep calm under pressure.
- Team work as well as initiative to work on your own.
- Computer literate to a high standard, with great Microsoft Office skills.
- Good technical understanding would be advantageous.
- Excellent written and verbal communication skills in English, Spanish and Italian.
- Any other languages would also be advantageous.

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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Phone: +44 (0)1347 878880

Website: www.monstershop.co.uk

