

Job Title: Customer Support Advisor

Reporting to: Customer Service Manager.

Activity Superstore, the UK's leading gift experience provider to the high street, has an exciting opportunity in their Customer Support Team.

This is a great opportunity to work in a creative and proactive team environment where fun and laughter is just part of the daily role. The company currently sells through many well know high street names such as Debenhams, Boots and Argos. But also has an online presence through their B2C channels and various e-commerce sites.

The role is a 37.5 working hour week, between the hours of 9am and 6pm and Monday-Friday.

Activity Superstore expects candidates to have the following:

- An excellent, positive and enthusiastic attitude towards Customer Service
- Good accuracy and attention to detail
- Excellent time management and organisation skills
- Ability to work in a team environment
- Ability to prioritise work load and multi task in a busy environment
- Excellent written skills
- Right first time attitude

The key duties include:

- Corresponding with customers by email, live web chat and telephone
- Ensuring incoming customers contacts are replied to within the set KPI's
- Liaising with experience providers on behalf of the customer and confirming arrangements with customers in a timely fashion
- Advising customers with regards to purchasing, exchanging and extending their gift experiences.
- Dealing with any customer service issues appropriately including escalation to a Supervisor

What Activity Superstore offer in return:

- Competitive salary
- Bonus scheme post probation
- Superb training and ongoing support
- Opportunity for progression
- Vibrant, fun office environment
- Opportunities to try experiences for yourself
- In-house competitions to achieve time off and or prizes.

Activity Superstore promotes talented individuals in-house and ensures all employees are given the best training and ongoing support throughout their career.