

Full Time Customer Service Advisor (Northampton)

Location: Northampton

Salary: £18000

Job Type: Permanent, Full Time

Now in its 21st year **Fitness Superstore** is a successful retail and distribution business, selling through 10 stores, telephone, catalogue and website; annual turnover is over £28m. We are a destination store business where customers travel to see and try a huge range of fitness equipment under one roof in large impressive showrooms (the largest in the UK). As an industry leading specialist, we pride ourselves on giving excellent advice, meeting every customer's needs and exceeding their expectations.

Due to continued success and growth, we - the UK's leading fitness and strength training Equipment specialist - are looking to recruit a **Customer Service Advisor**.

The Role

You will be working within the Service and Installations department, a small but busy team, and your main duties will include:

- Making inbound and outbound telephone calls to customers providing support and information regarding their aftersales/service/installation enquiries
- Ordering processing including finance applications, credit card payments etc.
- Maintaining department emails and ensuring emails are responded to within a timely manner
- Handling and resolving customer complaints
- Co-ordinating paperwork and administration tasks
- Communication & coordination with internal departments.

The Service team manages our customers' warranty and servicing, dealing with broken or faulty equipment and liaising with the manufacturers to ensure customers' issues are resolved quickly and efficiently.

The Installations team manages the booking of our customers Installations, including route planning and time allocations.

The Person: Successful candidates will...

- have great communication skills and ideally will have previously dealt with customer queries whether face to face or over the phone
- be computer Literate including Excel, Word and emails
- have strong interpersonal skills, adaptability and flexibility required
- have ability to prioritise and manage time effectively in a fast-paced environment
- possess a professional and friendly telephone manner.

Remuneration:

Salary £18k – moving to £19k after a successful 12 month probationary period

Telephone Bonus Scheme

Staff Discount

The Hours:

Hours of work are 40 hours a week, Monday to Friday, 9:30am till 5:30pm.

How to Apply

Please send your CV to Clare Smith at clare.smith@fitness-superstore.co.uk