

FRECKLEFACE

Customer Service Executive

JOB DESCRIPTION

Job Title: Customer Service Executive	Company: Freckleface Home Fragrance Ltd
Dept: Head Office	Location: Unit 4, Tate Business Park, Dozens Bank, Spalding, Lincolnshire PE11 3LX
<p>Key Activities:</p> <ul style="list-style-type: none">• Reply to all customer queries. Providing a first point of call for all questions into the business about trade, retail or ecommerce.• Manage the online orders inbox and social media inbox.• Provide telephone cover to the offices and cover Exec Assistant if needed.• Provide administrative support to the sales team. This may involve processing orders using QuickBooks, Wix or taking orders over the phone.• Support Sales Manager with administrative tasks as and when required.• Management of the website for stockist related content.• Support the sales team with admin around trade shows and sale materials.• Anything else the business may require.	
<p>Key Skills Required:</p> <ul style="list-style-type: none">• Must have experience in a customer service/sales role.• Reliable and dependable.• Approachable and consistent.• Be thorough and pay good attention to detail.• Computer literate.• Self-motivated.• Problem solving.• Good verbal and written communication skills.• Good time management and confident managing own workload.• Adaptability, open to change and willingness to learn.• Can work to tight deadlines.• Team player.	