Job Title: Customer Care Coordinator

Location: [City], UK

Salary: [Salary range]

Job Type: Full-time, Permanent

Our company is a leading provider of [product/service] in the UK, and we are looking for a highly motivated and experienced Customer Care Coordinator to join our team.

As a Customer Care Coordinator, you will be responsible for providing exceptional customer service and support to our clients. You will work closely with our sales team and other departments to ensure our customers receive the best possible experience.

Responsibilities:

* Manage incoming customer inquiries and provide timely and accurate responses
* Resolve customer complaints and issues in a professional and efficient manner
* Work with other departments to ensure customer needs are met
* Maintain accurate customer records and ensure all customer data is up to date
* Provide support to our sales team by handling customer orders, tracking shipments, and managing returns
* Identify opportunities to improve our customer experience and make recommendations to management
* Stay up-to-date with industry trends and developments in order to provide the best possible service to our customers

Requirements:

* 2+ years of experience in customer service or a related field
* Excellent communication and interpersonal skills
* Ability to multitask and work in a fast-paced environment
* Strong problem-solving skills and ability to think critically
* Knowledge of Microsoft Office and customer service software
* Ability to work well in a team and independently
* Experience working in a customer-facing role preferred

If you are a proactive and customer-focused individual who is passionate about providing exceptional service, we want to hear from you. Apply today to join our team!