Job Title: Customer Service Agent

Location: [City], UK

Salary: [Salary range]

Job Type: Full-time, Permanent

We are looking for a friendly and customer-focused individual to join our team as a Customer Service Agent. Our company is a leading provider of [product/service] in the UK, and we are committed to providing exceptional service to our customers.

As a Customer Service Agent, you will be responsible for handling customer inquiries and resolving issues in a timely and professional manner. You will work closely with our sales and support teams to ensure our customers receive the best possible experience.

Responsibilities:

* Handle incoming customer inquiries via phone, email, and chat
* Provide accurate and timely responses to customer questions and concerns
* Resolve customer complaints and issues in a professional and efficient manner
* Escalate complex issues to the appropriate department or supervisor
* Maintain accurate customer records and ensure all customer data is up to date
* Work closely with our sales and support teams to provide the best possible customer experience
* Identify opportunities to improve our customer service and make recommendations to management

Requirements:

* Previous 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 call center or customer-facing role preferred

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