Job Title: Customer Service Representative

Location: London, UK

Salary: £22,000 - £25,000 per annum

We are seeking a highly motivated and skilled Customer Service Representative to join our team in London. As a Customer Service Representative, you will be responsible for handling customer inquiries and providing support through various communication channels including phone, email, and chat. You will work closely with our sales and operations teams to provide exceptional customer service and ensure customer satisfaction.

Responsibilities:

* Respond to customer inquiries through various communication channels in a timely and professional manner
* Provide accurate information and assistance to customers regarding product and service offerings
* Troubleshoot customer issues and provide solutions to meet their needs
* Work collaboratively with internal teams to resolve customer issues and provide timely follow-up
* Utilize customer service software to manage and track customer interactions
* Identify areas for process improvement and make recommendations to enhance customer experience

Requirements:

* Prior customer service experience in a similar role
* Excellent communication skills and ability to interact with customers in a professional and courteous manner
* Ability to multitask and manage multiple customer inquiries simultaneously
* Strong problem-solving skills and ability to think critically to resolve customer issues
* Proficient in Microsoft Office Suite and customer service software
* Ability to work independently and as part of a team

If you are passionate about providing exceptional customer service and have the skills and experience required for this role, we encourage you to apply. Please submit your CV and a cover letter detailing your relevant experience and qualifications.