

# People Tree

Sustainable and Fair Trade Fashion

Title: Customer Service Assistant

## Job description:

- To ensure an outstanding service is provided for our customers with every contact, in all forms of communication (current contact channels include; telephone, email and social media).
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Manage incoming calls and customer queries.
- Assist customers to register online and/or to process their orders.
- Manage customer refunds and liaise with the warehouse when necessary.
- Communicate promptly any information to customers about their orders.
- Assist customers with late returns and faulty goods.
- Manage complaints and escalation process as appropriate.
- Helping customers track their parcels and raising claims for any that go missing with couriers (Royal Mail, DHL & DPD).
- Facilitate communications between internal departments on issues, highlighting problems and composing solutions you have gained knowledge of through customer queries.
- Contribute to team effort by accomplishing related results as needed.
- Liaise with the external office management to order the necessary office supplies.
- Manage the buying of all other necessary office supplies including stationary
- Manage the Cleaner and liaise with the Cleaners management company when necessary.
- Ensure general office maintenance issues are managed by liaising with office management company.
- Ensure the general tidiness and order of the office is monitored at all times.
- Support Ecommerce and Wholesale teams with ad hoc tasks.

## You have:

- Enthusiasm and a hardworking attitude.
- Excellent communication skills and enjoy working in an energetic and busy team.
- A passion for sustainability, fashion and the environment.
- Excellent keyboard and written skills, articulate with good spelling and grammar.
- Excellent communication skills specifically in regard to building relationships with customers.
- Excellent eye for detail and good organizational skills.

To apply for a position with People Tree, please submit a cover letter and resume by email to [hr@peopletree.co.uk](mailto:hr@peopletree.co.uk).