

## **Retail Sales & Support Advisor – 20 hours**

Fired Up Corporation manufactures and sells lifestyle products to the home and the hospitality industries. With four product brands selling through multiple distribution channels, we ensure that we deliver exceptional value to our customers worldwide. Our head office, manufacturing sites and distribution hub are based in Huddersfield, West Yorkshire; and we also have operating bases in China and the USA.

We are looking to expand our current **Retail Sales and Customer Support** team, who are responsible for providing excellent customer support across the entire retail side of our business.

As a Retail Sales & Customer Support advisor, you will provide pre and post-sales support to all of our B2C customers over the telephone, by email and through live chat. You will be responsible for giving detailed product and service knowledge, placing orders over the telephone, and dealing with after sales queries and complaints professionally and efficiently.

On a day to day basis, you will be responsible for:

- Assisting customers to make purchases by giving them product information
- Raising sales orders for people wanting to order over the telephone
- Resolving customer's post-sales complaints and issues
- Liaising with our dispatch department and our various couriers to resolve dispatch issues and complaints
- To raise refunds and arrange returns of products in accordance with our terms and conditions
- To ensure that all retail KPI's are achieved

In order to be successful, you must have previous experience communicating with customers; have a good level of spoken English, and a good standard of written English and literacy. You must have the ability to work 20 hours per week, flexibly, within our business hours of 08:00 – 18:00, Monday to Friday, Saturdays between 08:30 – 16:30, and Sundays between 10:00 – 16:00. This position requires weekend work, up to a maximum of 3 out of 4 full weekends.

The successful candidate must be available to commence this position on Monday 27<sup>th</sup> February 2017.

Please apply with your CV and a covering letter, outlining why you are the suitable candidate for this role to:- [recruitment@firedupcorporation.com](mailto:recruitment@firedupcorporation.com)