

Retail Sales & Support Advisor - 7.5 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 our entire retail side of the business.

As retail sales & support advisor, you will provide pre and post-sales support to all of our B2C customers over the telephone, by email, through live chat and face to face in our Huddersfield showroom. You will be responsible for giving detailed product and service knowledge and placing orders, both over the telephone and face to face; 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 over the phone and face to face
- Raising sales orders for people wanting to order over the telephone and face to face
- 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 7.5 hours each Saturday, 08:30 - 16:30, with the flexibility to work a week day instead once every 5 to 6 weeks as agreed in advance.

The successfully candidate must be available to commence this position on Tuesday 30th August 2016, and be available during this initial week for training.

Please apply with your CV and a covering letter, outlining why you are the suitable candidate for this role.