

Role: Customer Services Team - Full Time
3 month contract with possible extension

THE COMPANY

Born in the UK in April 2008, today Big Green Smile (BGS) retails over 6,000 natural and organic products online. We continue to grow rapidly leveraging the shift in awareness of the importance and transparency of natural products both for the environment and ourselves.

This role is for someone who understands the importance of taking good care of customers. Someone who has commercial attributes and knows how to solve problems. If successful this person will grow with the business as the business grows, taking on more responsibility within the business.

We are a small company with big goals. Our small team is hard working, self motivated and full of energy. To be successful in this role you will need to bring with you these same qualities.

THE ROLE

The successful candidate will act as a liaison, providing product & service information clearly to customers and resolve customer queries quickly and satisfactorily.

Responsibilities:

- First point of contact for customer queries both by telephone and email.
- Responsibility for looking after customers by answering product and service questions; suggesting information on other products and services.
- Resolving 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.
- Properly escalating unresolved queries to the next level of support.
- To utilise excellent customer service skills and always exceed customer expectations.
- Ensure you are contributing to the team to ensure it runs smoothly.

THE CANDIDATE

- Strong attention to detail.
- Good communication skills, able to work independently as well as part of team.

BIG GREEN SMILE LTD

- References Essential

This position is being offered on a 3 month fixed term basis, requiring 40 hours per week across 5 days.

Working remotely from home until the environment is safe to return to office based work from our office in Amersham, Buckinghamshire.

You will be working independently within a small and dynamic team and reporting into the Commercial Manager UK

To Apply

All applications to hr@biggreensmile.com