

Customer Service Representative

About Us

We are a UK-based skincare company, with many of our products handmade locally. Sustainability is at the heart of what we do - from our extensive range of eco-friendly, zero-plastic products to our partnerships with **rePurpose Global** (plastic neutral certification) and **Ecologi** (carbon footprint reduction). Our products are kind to your skin and to the planet.

The Role

We are currently looking for a **Customer Service Representative** to join our team. As the first point of contact for our customers, you will provide exceptional support across email, chat, and social media. You'll be passionate about delivering a personalised service, solving problems with empathy, and helping to create long-lasting customer relationships.

Key Responsibilities

- Respond to customer queries in a timely and accurate manner via email, chat, and social media.
- Handle sales, amendments, cancellations, refunds, returns, and lost/missing parcel cases.
- Investigate and resolve customer complaints with empathy and professionalism.
- Guide customers on using our website and provide useful links when needed.
- Stay up to date with product updates, promotions, and company news.
- Identify and flag website issues, promotions, or customer process improvements.
- Manage social media comments, messages, and reviews.
- Collaborate with other departments to meet customer needs.
- Ensure compliance with policies and accurately record all interactions for quality assurance.

Requirements

- A minimum of 1 year of experience in a customer service role.
- Excellent communication and problem-solving skills.
- Strong organisational skills with the ability to multitask.
- Patience and resilience when handling challenging cases.
- Ability to meet SLA deadlines and resolve issues quickly.
- Excellent written English with strong grammar and attention to detail.

- Self-motivated with good time management.
- Experience with Zendesk and LiveChat (preferred).
- Strong data entry skills.
- Flexibility to work different shifts, Monday to Sunday, between 7:00 am and 9:00 pm (40 hours per week).

What We Offer

- **€1,000/month salary**
- **28 days holiday per year** (20 days annual leave + 8 UK bank holidays)
- Opportunity to work with a sustainable and eco-conscious brand
- Supportive and collaborative team environment

Freelance contract will be provided and agreed upon.

Please send your CV to this email address: **monika.zengovska.57@hotmail.com**