



THE LBS FAMILY



# LBS VACANCY BULLETIN

## ONLINE SALES CUSTOMER SUPPORT ADVISOR

### PORT TALBOT

#### About Us:

LBSBM Online ([www.lbsbmonline.co.uk](http://www.lbsbmonline.co.uk)) was launched in 2013 with the aim of targeting sales from DIY and trade markets outside of the current LBS Builders Merchants branch network. Due to increased demand in our sector we are looking expand our team and require a professional and experienced Online Sales Customer Support Advisor to help manage our customer experience.

The successful candidate will have an ability to multitask and have proven record in delivering excellent customer service levels across online sales channels. Priority is to ensure all customer contact is dealt with in a timely manner and to maintain our current top-rated seller levels.

#### Main Responsibilities:

- Solve customer queries and complaints via telephone, email, and marketplace resolution centres.
- Resolve any PayPal, eBay, Amazon, and chargeback cases if they arise.
- Assist with ongoing development and implementation of internal CRM systems.
- Work closely with suppliers and couriers to query late deliveries or damages, raising claims where required.
- Enter third party courier collections and re-deliveries when issues arise.
- Handle customer returns, damages, and refund accordingly on sales channels and the company sales software.
- Liaise with suppliers on quality or warranty issues.
- Communicate with customers about their orders, including any delays or changes in delivery timescales.
- Pinpoint and escalate any issues for concern and highlight any patterns in customer experience.
- Assist with placement of orders and any other activities determined to be reasonable for the role.

#### Requirements

- Previous experience within a busy online customer service role.
- Experience of working quickly and accurately across Magento, Amazon / eBay platforms is an advantage.
- Excellent communication skills; both written and verbal, with an assertively confident telephone manner.
- Impeccable time keeping with ability to organise and prioritise when faced with multiple requests.
- Solution driven, able to adapt service approach to tailor to the customers' needs.
- A high level of initiative, drive, and ownership.
- A good consistent typing speed.

**Hours of work:** 42.5 hrs per week, Monday to Friday 8.00 a.m. – 5.00 p.m.

**In return, we offer:** Competitive Salary, Staff Purchase Scheme, Company Pension, Profit Share Scheme, Staff Uniform, Training and Development, Length of Service Awards.

## HOW TO APPLY

If you are looking for a challenging role and wish to join a successful team then please complete an online application form from [www.lbsbm.co.uk/careers](http://www.lbsbm.co.uk/careers). Or if you have any questions please contact the HR department on [jobs@lbsbm.co.uk](mailto:jobs@lbsbm.co.uk)

## COMPANY VALUES



KNOWLEDGE



AMBITION



TEAMWORK



INTEGRITY



PASSION