

Title: **Customer Services Agent, Freddie's Flowers**
Hours: Full time including the occasional Saturday shift
Location: Earlsfield, London
Competitive Salary

Freddie's Flowers

Job summary

This is a really exciting opportunity to join a small and fast growing company. Freddie's Flowers are looking for friendly, proactive and positive people to join our award winning customer services team! As the first point of contact for our customers this role is key to keeping our wonderful customers inexplicably happy.

A bit about Freddie's

Freddie's Flowers was started four years ago by Freddie Garland (his actual name!) from his mum and dad's back garden in Wandsworth, with little more than a milk float for deliveries and a tent as a 'warehouse'.

At Freddie's Flowers, our mission is to bring zen-like joy to homes across the country by delivering gloriously fresh flowers in stunning combinations to customers' doors every week.

Now, we deliver to 50,000 happy customers UK wide, and have just been listed in The Sunday Times Fast Track 100 as one of the UK's 'One's to Watch'. We have a team size of around 60 based in Earlsfield and 40 at our packing warehouse at Isleworth, all who get along and have a great time.

Key responsibilities and tasks

- Answer all queries and provide reassurance as required, in a friendly, personal manner whilst remaining professional
- To contact and explain our service to new customers and help them fully set up their account
- To contact and work with current customers to renew their account when details need updating
- Capture and report customer feedback to improve our service
- Respond to all customer communications in a timely manner
- Make sure all information is circulated within the relevant teams to provide the best possible service for our customers
- Work to resolve issues for customers considering cancelling and try to find a solution that allows them to continue with our service

What's in it for you?

- Free flowers each week
- Toast in the mornings and organic bacon and avocado butties once a week
- A relaxed, friendly and cheerful atmosphere
- A chance to learn on the job about growing a successful business
- A day off during the week when working a Saturday
- Access to local gym membership

Your skills, essential

- Excellent interpersonal skills
- Able to communicate effectively both verbally and in writing
- Able to analyse problems and find positive solutions
- Willingness to work as part of a team
- Attention to detail and accuracy
- Friendly yet professional writing manner
- Confidence building rapport with a customer over the phone

Your skills, desirable

- Previous customer support or customer facing experience
- Experience with spreadsheets, customer management systems and other office-based software

Ideal attitude and behaviours

- Excited about being a proactive member of a small team where everyone mucks in, regardless of job title
- Enjoy working as part of a team
- Quick to learn and able to think on your feet
- Commercially minded and able to work in a fast-paced environment
- An interest in flowers and helping people
- Ability to handle a busy workload, prioritise and be flexible

Interested? Send your CV and covering letter to maddie@freddiesflowers.com