

Title: **Customer Services Agent, Freddie's Flowers**  
Salary: £18,000 + Commission  
Hours: Full time including the occasional Saturday shift  
Location: Wandsworth Common, London

# 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 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 a couple of years ago by Freddie Garland (yes, his real name) from his back garden. We deliver stunning arrangements with a bit of a wild side to thousands of beautiful homes every week. We are fast paced, resourceful and we work together to get things done well and quickly.

## 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
- Subsidised circuit training every Tuesday and Thursday
- Working next to Wandsworth common, which has a very nice pond and pub
- A chance to learn on the job about growing a successful business
- Help brighten all our customers lives with friendly and positive assistance
- A day off during the week when working a Saturday

## 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, portfolio and covering letter to [jobs@freddiesflowers.com](mailto:jobs@freddiesflowers.com) - FAO Kat.