

Title: **Customer Services and Sales Agent, Freddie's Flowers**

Salary: £18,000 + Commission

Hours: Full time

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 a friendly, proactive, positive person to join our customer services and sales 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 about 8,000 beautiful homes every week. We are fast paced, resourceful and we work together to get things done well and quickly.

Key responsibilities and tasks

- Work to resolve issues for customers considering cancelling and try to find a solution that allows them to continue with our service
- 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
- Answer all queries and provide reassurance as required, in a friendly, personal manner whilst remaining professional
- 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

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 Monday, 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

Your skills, essential

- Excellent interpersonal skills
- Able to communicate effectively both verbally and in writing
- Able to analyse problems and find positive solutions
- 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

- 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
- Excited about being a proactive member of a small team where everyone mucks in, regardless of job title

Interested? Send your CV, portfolio and covering letter to jobs@freddiesflowers.com - FAO Kat.