

## Backend Engineer - SRE

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Company: Ahrefs

Location: Kuwait City

Category: architecture-and-engineering

we are currently looking for a customerservice adviser to join our customer success team. Our business isgrowing, meaning we need a little extra help with the day-to-dayadministrative duties and workload. We are looking for someone whois passionate about helping our customers, who is able to activelyinteract with them to give the best servicepossible.

Based in our NorthLondon warehouse in Edmonton, we have been a fabric wholesalerstocking a large range of fashion and craft fabrics for over 140years.

The successfulcandidate will be responsible but not limited to the followingtasks;

Answeringthe phone; speaking to customers, advising them on fabrics wesupply, checking stock levels and prices and answering generalenquiries and advice about our services.

Monitoring and replying to emails fromcustomers. Communicating with customers through the live chat andWhatsapp.

Acting as a liaison with the courierservices we use to deliver fabric to our customers.

This willinclude tracking packages, resolving any issues, coordinatingreturns and replacement orders if something doesn't arrive, bookingin collections, submitting claims for lost parcels.

Dealing with and keeping a log of all claims,returns, refunds and issues; ensuring this is updated andmaintained throughout the week.

Internationaland pallet shipping - Quoting customers for shipping prices andbooking

couriers for parcels and pallets

Checking courier invoices for discrepancies and incorrect charges and requesting credits.

Attend regular meetings, both internally with the administrators, and with external contacts.

The ideal candidate for the job is someone;

Experienced in working with Microsoft programs and is quick and efficient when working on the computer.

A great communicator! We are looking for someone who is personable, friendly, polite, and professional. Experience in a previous customer service-based role is desirable.

Has attention to detail

Organised, able to multi-task and work well under pressure.

A prior knowledge of fabric is desirable but not critical.

Takes the initiative to learn new tasks quickly and can take on new responsibilities when required.

Benefits:

Day off on your birthday

On-site parking

Bank holidays Off

Casual dress

Regular staff gatherings

Job Types: Full-time, Permanent

Hours: Monday - Thursday 9am - 5:30pm Friday 9am - 2:30pm

Salary: 23k per annum

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