

Customer Care Advisor

Reports to the Customer Care Manager

Culture & Values

At Queensmith, we transcend the traditional jewellery-buying experience. Our mission is to revolutionise the world of engagement and wedding jewellery, crafting unforgettable moments for our customers. Our culture revolves around "Be Brilliant," reflecting our relentless pursuit of excellence and innovation; "Be Clear," representing transparent communication, ethical practices, and a meaningful impact; and "Be Unique," celebrating individuality, creativity, and inclusivity. Just as we aim to democratise fine diamond jewellery through quality and value-driven bespoke services, we provide our teams with a similarly customised and exceptional work environment. The essence of Queensmith lies in providing a rewarding work environment and empowering teams to strive for excellence and be their best.

Scope

At Queensmith, we understand that our greatest asset is our exceptional team. As a Customer Care Advisor, you support all aspects of the customer journey, ensuring that every touchpoint receives the same level of care and attention. Supporting both online and in-store customers, you act as the voice of the customer, ensuring a seamless and exceptional experience for every client, every time. Your role involves managing customer interactions across various channels and collaborating with internal teams to maintain high service standards. Your contributions are integral to our journey.

Responsibilities:

- Handle customer queries across multiple contact channels, including telephone, email, live chat, and social media.
- Manage appointments, ensuring customers are well-prepared and informed.
- Support customers with online and in-store orders, addressing pre-sale and post-sale enquiries.
- Collaborate with other teams to ensure customer expectations are met in line with company guidelines.
- Demonstrate exceptional customer service and attention to detail.
- Participate in active learning and knowledge sharing to enhance customer experience and performance.
- Develop comprehensive product knowledge and act as a brand ambassador.
- Assist the sales team in retail operations as needed.

Requirements:

- Bachelor's degree or equivalent experience.
- Proven experience in customer service, preferably in a retail environment.
- Proficiency with CRM systems and multiple communication platforms.
- Strong organisational and time management skills.
- Excellent verbal and written communication skills.
- High attention to detail and accuracy.
- Ability to work effectively in a fast-paced environment and communicate with various stakeholders.

Skills:

- Proficiency in Apple OS and G Suite.
- Strong interpersonal and emotional intelligence skills.
- Excellent telephone and email communication skills.
- Ability to manage multiple tasks and priorities effectively.
- Strong problem-solving abilities, solution-orientated.
- Knowledge of the jewellery industry is a plus.

Benefits:

Health & Wellness Benefits, Professional Development, Employee Recognition Programme, Paid Time Off & Holidays, Financial Benefits, Workplace Culture Initiatives