Logo

Description automatically generatedCustomer Service and Co-ordinating Assistant

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| Team:  Customer Support | Hours:  Part Time, 10+ hours per week | Location:  HQ – Harlow, Essex | Direct Reports:  0 |
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Skill Level Experience Enthusiasm

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| Handy Superpower: An eye for detail – being able to spot and solve problems before they become problems! | Salary: £10 p/h |

What to expect in Customer Support

GoGetters Co-ordinators are the heartbeat of the business. We’re a fun, committed team who act as the front face of the business. On a daily basis we co-ordinate between our partners, drivers and customers to ensure maximum customer satisfaction and efficiency. On top of this we also support our drivers, partners and customers via both telephone and live chat.

What you’ll bring…

You’ll bring a rounded customer service skillset, a confidence and willingness to learn, a can-do attitude and be a natural problem solver. You’ll be reporting directly into our Customer Service manager and will be expected to demonstrate excellent customer service at all times. Full training is provided to ensure you’re given all the tools to succeed in this role.

Why this job matters…

As a service business, excellent customer service is sacrosanct to GoGetters. Co-ordinators are instrumental in upholding and improving the standards we set ourselves.

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| What you’ll be doing  – your key accountabilities… | Skills & experience  required for the role |
| * Co-ordinate our orders in real time | * Previous customer service experience |
| * Answer all customer queries and complaints | * Ability to work as part of a team and independently |
| * Support team of drivers, being on hand to help with any problems on shift | * Brand awareness and understand importance of being positive at all times |
| * Monitoring wait times and acting accordingly | * Using initiative to provide best service level |
|  | * Experience of working to SLAs and targets |
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A great opportunity for a customer service agent looking to develop their skillset. The Co-ordinating team is set to grow quickly offering clear career progression opportunities for the right candidate.

**Here at GoGetters we embrace variety and diversity. Whether it’s colleagues, partners, cuisines or customers, commoditisation and homogenisation have no place in our world.**