



## **My Nametags Customer Service Assistant**

### **Job Description**

The Customer Service Assistant will take orders, deal with customer enquiries and help produce nametags. My Nametags (<https://www.mynametags.com>) produces nametags for parents with small children, as well as for residents in care homes. We are very proud of our customer service, and 98% of our customers are rating our service good or excellent when asked by an independent third party. In the office, we receive calls from the UK and Ireland, and produce nametags for customers world-wide.

### **Duties and Responsibilities**

- Taking British and Irish customer orders over the phone
- Checking and accepting customer orders from the internet
- Answering phone queries relating to orders
- Updating customer database with query information
- Typing in customer orders arriving by post
- Producing nametags and packing them
- General office support for customer service and production
- Other supportive work, e.g. marketing database maintenance

### **Skills and Specifications**

- Positive attitude
- Willing to take initiative, and help where it is needed
- Good communications and interpersonal skills
- Helpful with ability to relate to our customers
- Organised enough to manage and follow up customer queries
- Able to tackle a multicultural environment
- Understanding of using computers for order taking, finding orders and production
- Basic Word/Excel skills is an advantage, but not a requirement
- Able to work in a team
- Good English skills is preferred
- Foreign languages, particularly Dutch, French, Italian or Portuguese, is an advantage but not a requirement

### **Location and hours**

The My Nametags office is located in Putney, London SW18. It is expected that you will work Monday to Friday from 9am – 5pm.