

# WILTON BRADLEY

## JOB DESCRIPTION

### **CUSTOMER SERVICE ADVISOR (FT-PT)**

#### **About Us**

With years of experience in importing and distributing products from all corners of the globe, particularly the vibrant markets of the Far East and China, we've honed our expertise. Our brands cover everything from surf and skate to water sports, outdoor play, and toys, catering to diverse interests. While we specialize in providing affordable options, our commitment to cutting-edge design, quality, and value for money sets us apart. Behind every product is our dedicated in-house design and development team, constantly dreaming up fresh and innovative ideas. We believe that evolving our brands and products is key to our ongoing success. Our clientele includes independent retailers, wholesalers, buying groups, major chain stores, and an ever-expanding network of international distributors. Join us as we continue to spread the joy of leisure across the globe.

#### **Job Role**

As a Customer Services Advisor you'll be right at the heart of our Brands, assisting Customers with enquiries and fault requests for a rapidly expanding e-commerce business and ensuring that calls and emails are answered in a fast, efficient and professional manner.

Some general administration duties are also required. This is a fixed term 6 month contract.

Hours of shifts are scheduled between 08h45 and 17h30 Saturday, 08h00 to 16h30 Sunday and Bank Holidays.

#### **What You'll Be Doing**

- To answer incoming calls and respond to cases whilst maintaining a rapid response rate and adhering to high standards
- Dealing directly with customer queries and fault requests, providing accurate information, ensuring you have interpreted and responded correctly to the customer's request and provided value at every opportunity.
- Log information on calls received
- Provide information and technical advice on products, including identifying replacement parts where needed
- Arranging sales and dispatch requests
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adhere to relevant health and safety procedures
- Pursue personal development of skills and knowledge necessary for the effective performance of the role
- Adhere to stated policies and procedures
- Any other tasks deemed by the Company to be necessary for the successful completion of the role

#### **What We're Looking For**

##### **Can you?**

- Excellent telephone manner with the ability to build trust and relationships with customers
- Ability to remain calm under pressure
- Ability to negotiate workloads and be a good time manager
- Ability to work on own initiative and remain part of the team
- Excellent communication and problem-solving skills
- Good working knowledge of Microsoft Excel.
- Effective time management; flexible with fluctuating workloads.



## Are you?

- Computer literate
- Confident individual with Customer Service Experience
- Methodical and organised way of working
- Sense of humour

## Benefits

The Wilton Bradley Group are a family-owned business committed to supporting our employees in both their professional and personal lives. We offer a range of benefits designed to enhance their well-being and work experience. Employees enjoy an exclusive discount of 40% off online products.

We also provide a competitive company pension with an annual salary exchange opportunity, sick pay, and enhanced maternity and paternity pay. With 33 days of annual holiday, our employees have ample time to recharge and spend with their loved ones. Additionally, we foster a vibrant workplace culture through annual company events and recognition such as long service awards. To promote health and sustainability, we offer a membership of the Healthshield cash back scheme, a Cycle-To-Work scheme after six months of service and provide free on-site parking. Our casual dress code encourages comfort and expression, while our comprehensive induction and training program ensures professional and personal development opportunities for all. Plus, employees can enjoy complimentary tea and coffee to fuel their day.

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For more information, please contact Marianne Clark, Human Resource Assistant:  
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