

# Longacres Garden Centres Bourne Valley

## Customer Service Desk Assistant

### Job Advert



We are looking for an Assistant to support our customer service desk located at the front of the store, the successful candidate will be working with customers on a daily basis and will need to have excellent customer service skills, an effective communicator exchanging ideas, thoughts, opinions, knowledge and data so that the message is received and understood with clarity and purpose throughout the department.

Longacres Garden Centre is family-run and the business has grown to include six stores in the South East of England. From a few employees in 1979 to over 700 employees in 2023, Longacres is a growing company with opportunities for staff to develop and learn. Our diverse team is friendly, supportive and inclusive. We value our loyal customers, high quality products and ability to offer competitive prices.

#### Responsibilities would include: -

- Resolve any general store enquiries
- Processing cash, card, and account refunds
- Processing instore orders
- Follow all GDPR regulations
- Booking in local deliveries
- Contact and liaise with customers via phone call
- Filling in delivery paperwork for in store and internet orders
- Sign in and manage any store visitors
- Make in store announcements
- Supporting the customer service desk supervisor
- Assisting the tills department when needed

#### Nice to have:

- The ability to make our customers feel valued
- Be a brand ambassador by having a great level of product knowledge
- Manage and resolve or escalate any problems in a timely manner
- Provide a prompt service with a can-do attitude

#### Benefits

- Free onsite parking
- 15% Staff discount
- Training and development with opportunities to forge a career with us
- Pension plan
- Holiday entitlement of 29 days, including bank holidays

**Store:** Bourne Valley (Addlestone)

**Department:** Customer service desk

**Contract:** Full time, Monday to Friday with a rota'd day off and alternate weekends

**Hours:** 40 hrs per week

If you are interested in applying for this position then please email your CV with a covering letter to [recruitmentadvisor@longacres.co.uk](mailto:recruitmentadvisor@longacres.co.uk)