# Customer Service Representative

Concept2, a market leading manufacturer of fitness and rowing equipment, seeks a Customer Service Representative to join our subsidiary office in Nottingham.

Ideal candidate will be a good communicator, with excellent customer service skills and strong attention to detail who enjoys working as part of a small team.

**Main Responsibilities:**

* Serve on the Customer Service team- this includes taking orders, answering customer queries and providing product information via both the telephone and email
* Troubleshooting customer issues
* Assisting with dispatch processes and data exchange between systems and 3rd party warehouse
* Liaising with carriers and customers regarding deliveries
* Developing good relationships with some of our larger customers
* Learning about all Concept2 products and providing technical support

**Required Experience/Qualifications**

* Previous experience within a customer service environment
* Strong MS Excel skills
* Ability to learn about products quickly
* Self-motivated, with excellent interpersonal skills
* Ability to work independently and within the structure of a team
* Proficient in MS Outlook
* Educated to a minimum of grade C GCSE in English & Mathematics
* Must be eligible to work in the UK
* Sports or fitness background would be an advantage but not a requirement.

Successful Concept2 employees combine self-sufficiency and personal accountability with strong teamwork skills. Concept2 has an informal office setting, flexible work schedule and excellent compensation and benefits.

Please note, in line with current government guidelines, the customer service team are currently working from home.

If you require further information, please contact Jayne Julian at **jaynej@concept2.co.uk****.**

Interested candidates should submit their CV and cover letter by email to**jaynej@concept2.co.uk**