

# CCS Media Recruitment

## Customer Service Advisor

Chesterfield (Head Quarters) with Agile Working

Permanent | Competitive Base Salary + Career Development

### Role Overview

As a Customer Experience Advisor at CCS Media, you will play a pivotal role in ensuring exceptional customer service and satisfaction. You will be responsible for providing guidance, support, and assistance to customers, helping them navigate our range of products and services. The ideal candidate will possess excellent communication skills and a passion for customer service.

### Key Responsibilities:

- Manage a continuous flow of incoming customer queries through an incident tracking system.
- Answering customer queries and resolving complaints
- Logging queries with suppliers ensuring quick resolution of any issues raised
- Processing credits/credit & reinvoices

### Key Skills & Experiences:

- Previous experience in a customer service or sales support role, preferably in the IT industry
- Excellent communication skills, both written and verbal
- Strong problem-solving abilities and attention to detail
- A customer-centric mindset with a passion for delivering exceptional service.

### Why CCS Media:

CCS Media is a Technology and Supplies Reseller with over 40 years of experience delivering first-class IT solutions and services to organisations of every kind across the UK and beyond.

Our network of 14 Offices and 1 Warehouse and Logistics Configuration centre, secures unrivalled nationwide scale for supply and service, matched with the comfort of local presence. We work with more than 2,000 manufacturer partners and sell more than 1.3 million products as part of the solutions we deliver to our 14,000 customers. In 2022, we achieved revenues over £281m also we are delighted to have been awarded 2 Stars for Best Companies Outstanding to Work For, Technology's 50 Best Companies to Work For, The UK's 100 Best Large Companies to Work For and 5 regional Best Companies awards.

### Hours of Work:

- The hours of work are 9.00am – 5.00pm Monday to Friday with 1 hour for lunch.

## Statement:

This job description is issued as a guideline to assist you in your duties, it is not exhaustive, and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the company.

## Benefits:

- Pension Scheme
- Personal Development
- Agile working
- Death in service benefit
- Staff referral scheme
- Your Birthday as Holiday
- Length of Service awards
- Bupa Employee Assistance Program
- Regular Incentives

**If you are interested in this position or have any questions about the role, please contact:**

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Talent Acquisition Specialist

