**Job Description**

**Benefits**

* £24,500 based on experience
* 25 days of holidays + 8 days Bank Holidays and the opportunity to buy 5 extra days per year
* Cycle to Work Scheme (worth up to 5% of basic salary)
* Generous Pension Scheme
* Company Events
* Employee Discount
* Health & Wellbeing Program
* Referral Programme
* Store Discount

**Job Introduction**

**The role**

We are currently looking for a Customer Service Advisor to join our team. The role will be focused on providing excellent customer service to our English-speaking customer base. The role primarily involves answering customer calls and providing excellent customer service, product advise and specification and generating sales. You will finalise payment and carry out compliance tasks. This role does not involve cold calling, but we do require for you to be proactive in generating business by providing excellent customer service and have excellent phone manners.

**Please note: this role cannot be performed remotely. We do not sponsor visas.**

**Main Responsibilities**

**Key Responsibilities**

* Answering Inbound calls and emails from our client base
* Providing product details, checking prices and availability and process orders
* Generate sales by following up on customer leads and upselling techniques
* Taking ownership of after sales care for your customers
* Carrying out general administration tasks relevant to your role
* Working closely with our marketing team to implement innovative strategies and projects
* Support the wider business as required

**The Ideal Candidate**

**Experience and technical skills**

* Excellent communication skills
* Proven experience in a fast-paced customer service environment desirable
* Strong attention to details
* Interest in economics and world affairs would be beneficial

**About you**

We operate in a fast-paced, constantly evolving trading environment. This role is ideal for a dynamic individual who is keen to embrace challenges and has strong numerical agility. You will have opportunities to drive change and improvement throughout the business.

As a proactive person who welcomes change, you will be ready to hit the ground running. You will also have the chance to get involved in commercially driven projects.

**About the company**

Jewellery Quarter Bullion Limited is looking to recruit a Customer Service Advisor to join the team on a full time, permanent basis to help support the growth of this UK market leading business.

In the past 16 years we have become the UK largest gold and silver bullion business turning over £200+ million a year. We are the parent company behind the TV brand BullionByPost, the UK’s No.1 online bullion dealer, and GOLD.co.uk, the UK’s second largest physical gold retailer.

With an established presence in France, Italy, Netherlands, Portugal, Greece and Spain, we are well on our way to becoming Europe’s leading bullion company.