



An exciting opportunity has arisen within our company in Bristol. Vanaways are an online van sales and leasing business that sell in excess of 2500 vehicles per year and one of the market leaders which continues to rapidly grow.

Due to our continued success, we are looking to hire an enthusiastic Customer Support Advisor to bolster our Customer Service Department. The main responsibilities of the role and what is expected of you is as follows:

- Investigating and dealing with customer queries after delivery
- Liaising with customers and suppliers
- Following up with customers after delivery
- Keep up to date records of all queries
- Working as part of a team – supporting, motivating and assisting colleagues
- Maintain high levels of customer service

Our ideal candidate will have the below skills:

- Strong communication skills
- Great IT skills, experience in Microsoft packages
- Attention to detail and accuracy
- The ability to develop working relationships
- Be able to work under pressure and work within timescales

Experience required:

Experience in the motor trade is not required however experience in a previous customer service role is desired.

Job type:

- Full-time, permanent.

Salary:

- Starting Salary £25,000 per year
- Quarterly bonus

Benefits:

- 22 days holiday plus your birthday off, plus bank holidays
- Company events
- Staff benefits
- Company pension
- On-site parking

Schedule:

- Monday to Friday.

