

Fixed Term - Ingenuity Advisor**Price £0****AD**Ad URL: <https://loot.com/15948184>

Ad reference number #15948184

**DEALER**

The Hut Group

info@adview.online**DESCRIPTION**

Ad Type:	Offered
Posted on:	29/09/2020, 03:50

DESCRIPTION

THG Culture: \n \nThe Hut Group is one of the fastest growing online retailers on the planet. We're an ideas-led tech company that's always had a desire to break out of conventions. Ambition that has established us as a leader in the Beauty and Wellness spaces, and now we're going beyond. Our culture is fast-paced and risk-taking, we like to move twice as fast as any normal person thinks is reasonable. Over a decade of building and growing brands in the Beauty and Wellness sectors, across over 140 markets. We specialise in creating brilliant digital brand experiences, and we are hungry for more. \n \nOur culture celebrates original thinkers, tech pioneers and skilled technologists. A group of over 4,000 diverse, smart thinkers - our people are unquestionably our strength. An environment that empowers our people to achieve their full potential, creating innovative digital experiences that deliver results. Our culture is one of a kind, recognising great achievement with great reward.\n \n Role Summary: \n \nIngenuity Customer Service Advisors at THG are expected to deliver a world class experience and exceed expectations. Developing & maintaining relationships with our customers is crucial to our success and expansion. To support our ambitious growth, we are looking for commercially astute, ambitious individuals that can bring fresh and innovative

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thinking to THG and play a part in driving the Group forward on its truly exciting journey.

As the first point of contact for globally recognised brands, you will use a range of communication methods to ensure all customer queries are dealt with professionally and efficiently. The team lives and breathes our core team values: Inventive, Original, Clever and Unique. We are an online tech platform which covers a range of websites where we provide different categories of services.

Some huge brands are partnering with us and you will be there from the start. You will have the ability to manage and improve upon the client's journey, dedicated in providing the THG world class customer service standard to our large well-known brands powered by our Ingenuity platform

Along with our up and coming brands, you will get the opportunity to be involved with some of our existing sites, whether that area be Gaming, Nutrition, Grooming or even Petcare.

A fantastic opportunity to grow your THG network.

Requirements

Duties -

- Resolving customer queries via Telephone, Email, Live Chat & Social Media channels
- Working to department targets
- Maintaining a high level of quality on each call or contact
- Striving for first time resolution
- Building customer relationships
- Understanding customer needs and providing suitable resolutions

The Person -

- Confident communicator
- Professional and friendly telephone manner
- Excellent listening skills
- Attention to detail
- Flexible
- Punctual/ reliable
- Calm and patient
- Able to work under pressure
- Ability to prioritise workload

Benefits

Hours: Shift Patterns - 42.5 hours per week

Location: Northwich, CW9 7RA

Salary: Competitive + Sales Commission

Staff Discounts across THG brands

Discounted gym memberships for multiple locations in the local area

Exciting and endless career progression prospects