



Sheepers Customer Service Representative

The Company

Sheepers was founded by Nicola Skowronek in 2015, she has now left the office bedroom and moved into her very own building in North London, Islington. We are an e-commerce store selling on various platforms including our own website www.sheepers.co.uk, notonthehighstreet.com, etsy.com, joules.com.

Sheepers is on the look out for an Immediate start trustworthy and passionate individual who wants to grow with the business.

- Working hours: Monday – Friday based in North London 1 Thane Works London N7 7NU – 09:00-5:30pm with potential overtime.

Responsibilities:

- Striving to delight our customers in all interactions
- Managing customer enquiries across our selling platforms etsy, joules and NOTHS
- Customer queries via Instagram DM
- Owning our brand inbox and handling a range of requests and enquiries
- Working with the design team to implement bespoke customer requests
- Working with our Head of Operations to solve tricky issues as quickly as possible
- Emailing out of stock orders that managed to get into our ordering system by offering alternatives or happy to wait enquiries.

Personal Requirements:

- Computer literate is a **must**
- Good written and spoken English with good grammar and spelling
- Self-motivated with ability to work independently.
- Good ability to use own Initiative in new situations which may arise
- Someone who can be relied upon to turn up to work every day and be on time
- A positive attitude, a good work ethic
- Flexibility to vary work hours and work role where necessary
- Organised, possesses high levels of attention to detail and demonstrates hard work.
- Be thick skinned and be ready to embrace challenges with a positive attitude
- Be able to work under pressure and prioritise tasks

- Be an excellent verbal and written communicator. This goes without saying!

The successful candidate will have a strong work ethic, attention to detail and the ability to work in a fast-paced environment.

Pay rate dependent on experience, with excellent potential for progression after an initial trial period to a permanent position. Plus paid holiday, pension, team events and a staff discount on Sheepers products. We strive to be an inspiring, creative and inclusive growing workplace where everyone is welcome, and everyone can be themselves.

Job Type: Full time 40 hours per week

Please apply with your CV and subject of the email to Sheepers customer service representative: nicola.skowronek@sheepers.co.uk

Successful candidates will be contacted via phone.

Must be legally entitled to work in the UK and able to provide copies of documentation upon request.