

Customer Service Executive

ESco is a publishing services bureau working for some of the UK's most well-known publishers, as well as a large number of specialist publishers.

As a **Customer Service Executive**, you will be involved in the day to day handling of subscription orders for our specialist clients, with the potential to grow and develop a career within a publishing services bureau. You will be responsible for working on specific publisher titles, dealing with complex issues and liaising with members of others teams to ensure a top quality service is provided at all times.

Duties that are included are...

- Answering queries and processing orders over the phone
- Diarising inbound and outbound calls on the subscription database
- Actioning amendments on the subscription database
- Processing requests received by post, phone, email and third party websites
- Investigating queries received from customers
- Handling customer payment details securely
- Reconciliation of financial data

A suitable candidate will have...

- A good working knowledge of Microsoft Word, Excel and Outlook
- Good spelling, grammar and command of English language
- Aptitude to learn new databases and software packages
- Good mathematical skills with the ability to understand accountancy procedures
- Confident and friendly telephone manner with the aptitude to handle complaints when required
- A proactive nature with the ability to identify problems and communicate these effectively
- Enjoy working in a fast-paced and sometimes pressurised environment
- Excellent attention to detail with the ability to resolve queries
- Good team player and inter-personal skills
- A willingness to be flexible and carry out extra duties outside normal role
- Due to our rural location own transport is necessary

What we can offer you...

- Superb career development; with opportunities to develop within a growing company, this role offers professional advancement utilising and expanding your current skills-set
- Excellent working environment, which balances the advantages of a modern, purpose built office setting with the peace and space of the countryside
- Extensive training both now and in the future to encourage and facilitate professional growth
- An attractive salary package based on experience and current skills
- Four weeks paid annual leave and bank holidays
- A company Perkbox subscription

Hours...

- Monday to Friday
- 40 hours per week
- Normal hours would be 9.00 am to 5.30pm with 30 minutes for lunch (except during busy periods when flexible hours will be required)

How to apply...

Please send your CV with a covering email explaining why you would like to become part of the ESco team, and why you would excel in this role, to: Clare Gill Email address: vacancies@esco.co.uk