

Job Role: **Customer Service Advisor**

Signwaves designs and manufactures advertising signs and display products from a 3-acre site in Great Yarmouth, Norfolk. Since 1989, we have supplied our products to signage trade companies and blue-chip brands throughout the UK and beyond.

We are looking for a professional and enthusiastic individual to join Signwaves' Customer Service team. Our Head of Customer Experience will facilitate on-site training to prepare the successful candidate for providing exceptional service to our new and existing customer base. The right person for this job will:

- Have an excellent work ethic
- Be polite, honest and personable
- Have fluent, confident and upbeat phone etiquette
- Be familiar with using a PC and have great written English
- Ideally have previous experience in Customer Service and/or Sales roles

On a day-to-day basis, this role will involve:

- Dealing with customer enquiries and requests via email, phone and online chat
- Supporting the Sales team by processing orders and providing quotes for customers
- Resolving customer issues in a timely and professional manner

At Signwaves, we are incredibly proud of our reputation as a supplier with outstanding customer service. Thousands of loyal customers deal with Signwaves year after year, and they know that market-leading products simply aren't enough without a great team behind them.

If you'd be interested in joining our team, please send your CV and cover letter to:

Lynn Ford

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