**Customer Service Advisor**

**Skelmersdale**

**Good salary, great team and additional benefits**

**Monday to Friday, full time hours, no evening or weekend working**

**Customer Service Experts local to Skelmersdale? A rewarding job just for you!**

Excellent at listening to customers, understanding their needs, and resolving their enquiries over the phone? This is the career you have been looking for! Here are some quick questions to help you:

* Do you enjoy helping customers and have experience doing so over the phone?
* Are you great at listening and asking questions to find the right solutions for customers?
* Do you want a career rather than a job?
* Are you looking for a rewarding job in an established company where your work is valued?

If so, let us recognise how important you are and support you in a career you will enjoy. This is your chance to shine at the UKs leading hygiene services company – and you will love it here…

This role is so much more than customer service. You’ll join a friendly, engaging contact centre team, speaking with existing and new customers about our products and services. We’ll support you and help you develop in your career here too, enhancing skills you have and learning new ones. You’ll find this a vibrant, fun place to work, with a real family feeling, one of many reasons you will love it here. The hours are great too – you’ll be working Monday to Friday (guaranteed full-time hours), with no evening or weekend working. Further benefits include discounts to help with living costs.

**Your role as Customer Service Advisor at Direct365**

* You’ll be talking to new and existing customers each day on our contact centre.
* You’ll need excellent communication skills for great conversations by phone and e-mail.
* Computer skills are really important too, to update our database while speaking with our customers.
* Experience in a contact centre would be an advantage.
* Customers are at the heart of what we do, so your ability to build rapport and influence is important.
* Most important is a can-do attitude, someone who really cares and takes pride in their work

**In return for your commitment and expertise as a Customer Service Advisor, you will get:**

* A salary of £24,000 in a secure, permanent full-time position
* No weekend or evening working – great hours Monday to Friday (37.5 hours a week)
* Amazing employee discounts with major supermarkets and retailers with ‘phs Perks’
* Training to expand your skills. We offer accredited ILM training through external and in-house training
* Apprenticeship opportunities on completion of the probationary period
* 23 days holiday plus bank holidays (31 days in total) plus a Buy / Sell holiday scheme
* Free Parking onsite so no parking costs
* Other benefits such as improved parental and paternity leave, a 24-hour wellbeing helpline, cycle to work scheme, pension scheme, life assurance and more…

If you enjoy a role where you get to improve customer satisfaction with every person you speak with, we want to hear from you. **Apply Now**.

**About us**

At Direct365, our vision is to be the UK’s number one provider of essential workplace products and services for small businesses. We value helpfulness, reliability and innovation within our employee base, and believe in giving everyone the freedom to do what they do best. Our aim is to combine our buying power with friendly expert advice for everyone’s peace of mind that the job’s well done.

Direct365 is part of the phs Group, the UKs leading Hygiene Services provider. **phs Group** was founded in 1963 and we are the leading provider for Hygiene Services in the UK, Spain and Ireland with over 120,000 customers across 300,000 locations incorporating numerous businesses during its 61 years of business.

Our businesses include: Washrooms, Healthcare, Floorcare, phs Direct, Direct365, phs Greenleaf, Teacrate, Besafe, Wastekit and Compliance.

*At phs, we pride ourselves on our diverse workforce, and ensuring we have an inclusive environment for all our staff. We remain committed to ensuring our teams can bring their true selves to work without risk or fear of discrimination.*