

Balfe's Bikes – Customer Support Team Advisor

At Balfe's it's all about people. And bikes! It's the passion, energy and enthusiasm of all of our colleagues throughout the business, which makes Balfe's a great place to work.

Our brand Purpose is: To make cycling welcoming for all and empower people to feel confident living life on two wheels.

Our brand Mission is: To enable everyone to feel empowered and supported to explore the benefits of cycling, by providing reliable honest advice and outstanding customer service.

Our brand Vision is: To be the cycling retailer of choice, renowned for our great product selection and exceptional service, earning the trust and loyalty of every customer.

Joining Balfe's means you'll be working with like-minded people, and you will have opportunities to develop your skills and experience, and plenty of career progression if you want it.

Based at Gatwick Warehouse, Crawley, West Sussex.

We are looking for a full-time Customer Service Advisor to deliver excellent service to our customers through a variety of channels. Our people are at the heart of what we do and ensuring our customers and colleagues get the best service is a key driver. Based in Crawley, we currently have 12 stores in London and, South East a flourishing E-Commerce business. We are passionate about cycling and want to communicate this to our customers.

The Customer Support Team Advisor will report directly to the Support Team Manager who is responsible for the coaching, training and development for members of the Support Team.

The contacts from the customers will be managed through a variety of channels including phones, webchat, social media and email correspondence. Experience of some or all these channels is required.

Key Responsibilities

- Monitoring, responding and resolving customer queries via webchat, phone, email and social media
- Offer technical support on the whole Balfe's Bikes product range, with the objective of ensuring customer satisfaction.
- Assisting customers to provide detailed product information and recommendations and resolve issues.
- Ensure that all communications with customers are conducted in a professional and courteous manner
- Offering alternative solutions where appropriate with the objective of ensuring customer satisfaction.
- Advising on and processing cycle to work schemes.
- Any other Customer service-related task

Knowledge, Skills and Experience:

- Show a sound knowledge of bikes/parts with an eagerness to further advance this
- Strong communication skills both written and verbal

- Strong attention to detail and aiming for excellence in delivery
- Experience of working in a fast-paced office environment as part of a professional team
- Ability to manage and coordinate changing priorities, have high standards and be capable of multi-tasking
- Self-motivated and confident decision maker with the ability to nail actions and a positive "can do" attitude
- Strong communication skills and ability to liaise with all members of the business including Senior Managers and Directors
- Flexible with work duties and able to work evening and weekend shifts as required by the team and business
- Ability to work one day at the weekend once every 5 weeks, also to work a late shift from 11am to 8pm once a week.

Balfe's Perks

What's in it for you? Plenty. We offer our team a pretty nice package of perks (even if we do say so ourselves), including:

- Cycle to Work initiative.
- Excellent staff discounts
- Performance bonuses
- Referral Bonus
- Enhanced Parental Policies
- 28 Days Annual Leave

Our Values

Passion - We love cycling, and we love what we do – we're excited to share our passion with the world. It's what makes Balfe's a fun and positive place to work.

Teamwork - There are no egos here – we work collaboratively for the greater good of the team. We go the extra mile for our customers, and each other!

Honesty - Good relationships are built on trust. Our customers can trust us to be honest and reliable at all times – we want to break down barriers and make cycling simple.

Community - We're here to help the cycling community, and welcome new people to it. Our open and friendly team are ready to assist people along all stages of their two wheeled journey. We believe that cycling is for everyone.

Knowledge - Our goal is to provide our customers with all the knowledge they need to feel confident on two wheels. We pride ourselves on our level of collective experience and are constantly working to upskill our team.