



Job Title: Customer Service Assistant

Location: London, UK

Job Description

The Customer Service Assistant will take orders, deal with customer enquiries and help produce nametags. My Nametags (<https://www.mynametags.com.mt>) produces nametags for parents with small children, as well as for residents in care homes. We are very proud of our customer service, and 98% of our customers are rating our service good or excellent when asked by an independent third party. We produce nametags for customers worldwide.

Duties and Responsibilities

- Taking Maltese customer orders over the phone
- Checking and accepting customer orders from the internet
- Answering phone queries relating to orders
- Updating customer database with query information
- Typing in customer orders arriving by post
- Producing nametags and packing them
- General office support for customer service and production
- Other supportive work, e.g. marketing database maintenance

Skills and Specifications

- Positive attitude
- Willing to take initiative, and help where it is needed
- Good communications and interpersonal skills
- Helpful with ability to relate to our customers
- Organised enough to manage and follow up customer queries
- Able to tackle a multicultural environment
- Understanding of using computers for order taking, finding orders and production
- Basic Word/Excel skills is an advantage, but not a requirement
- Able to work in a team
- Good English and Maltese language skills are preferred
- Foreign languages, particularly Dutch, French, Italian or Portuguese, is an advantage but not a requirement.