Job Description

Title: Customer Service Agent
Type: Permanent, Full time
Start date: ASAP
Hours: 42.5 per week
Salary: Competitive, dependent on experience
Location: This role is 100% based at our new HQ in Aylesford, Kent

Who is Must Have Ideas?
Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 2 million customers 'Discover Something New' every year. One in six homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in the UK, we're a British success story and our incredible growth isn't stopping any time soon. We would love you to join us on this exciting journey!

The Team
You'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

We're fully office-based
We believe that we are at our best when we're together, and that's why our team fully works from our office from our swanky new base in Aylesford, Kent. Being together facilitates superior collaboration, encourages conversations, and sparks creativity. And there's some pretty sweet incentives to coming to the office, too, including free breakfast every day!

This Role
This is an excellent opportunity to join us on our fast-growth journey!

We're looking for Customer Service Agents to join our friendly team to provide first-class customer service to our customers.
Our working hours are between 6am and 12am, 7 Days a week based on customer demand. We are specifically looking for staff who can work weekdays and weekends with some flexibility on start and finish times.

Your responsibilities will include:

- Taking customer orders over the telephone
- Responding to customer queries via social media, email, telephone, and live chat
- Responding to customer messages/posts on Facebook, Instagram, and Twitter, encouraging conversation around our products which will hopefully lead to engagement and sales

- Processing returns and refunds

You'll excel in this role if you have the following skills & experience:

- A good standard of general internet use including Facebook & Instagram
- Pleasant telephone manner
- Excellent communication skills with a good standard of written English
- A customer-centric attitude
- Experience of MS Word and MS Excel
- Good time management, with the ability to work quickly and efficiently

What's it like to work here?

We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. As well as being a Living Wage employer, we're proud to offer one of the best packages of team perks in the area, including:

- Free breakfast every morning
- Flexible hours
- Your birthday off work every year
- Free electric vehicle charging
- Free car washing every month
- Regular team & charity fundraising events
- Generous staff discount on our range of products
- Casual dress code
- Free and unlimited fruit, sweets, cold & hot drinks

What happens next?

If we think you could be a good fit, we'll be in touch to arrange an initial call to get to know you. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation. We may ask you to complete a small task to show us your skills and there may be a second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high-growth journey, with all the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.