



Discover  
something *new!*

## Job Description

<b>Title:</b>	Customer Service Agent
<b>Type:</b>	Permanent/Christmas Temp, Full/Part-time
<b>Start date:</b>	ASAP
<b>Hours:</b>	Various Days and Shifts
<b>Salary:</b>	Competitive, dependent on experience
<b>Location:</b>	This role is 100% based at our new HQ in Snodland, Kent (not remote working)

### Who is Must Have Ideas?

Whilst still only 6 years old, we're one of the UK's fastest growing ecommerce brands, helping over 1 million customers 'discover something new' every year. One in ten 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. We're a British success story and our incredible growth isn't stopping any time soon – we'd 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 offices in Snodland, near Maidstone. This facilitates easier 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 small, friendly team to provide a first-class customer service to our customers.

Our working hours are between 8am and 8pm 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. We're proud to offer one of the best packages of team perks in the area, including:

- Free breakfast every morning
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Flexible hours
- Your birthday off work
- Free EV charging
- Free car washing
- Regular team and charity fundraising events
- Free products from our range
- Generous staff discount
- Company pension
- Casual dress code
- Free and unlimited 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.