



## Job Description

**Title:** Customer Service Agents  
**Type:** Permanent, Full time or Part time  
**Start date:** ASAP  
**Hours:** 40 hours per week Full time/Part time minimum 20 hours per week  
**Salary:** Competitive, dependent on experience

### Who is Must Have Ideas?

Whilst still only 4 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 twenty homes in the UK now have one of our 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

Based in our swanky brand new offices, 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.

### This Role

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

We're looking for several agents to join our Customer Services team.

Our working hours are between 8am and 8pm 7 Days a week based on customer demand and to provide a first-class customer service to our customers. We are specifically looking for staff who can work Weekdays, Evenings and Weekends with some flexibility with start and finish times.

We are looking for staff who are available to cover those days however we try to retain a consistent work pattern with the occasional change based on business needs.

You'll be responding to customer queries and providing first-class customer support via social media, email, telephone, and live chat.

You'll need to be able to work quickly and efficiently, have good time management, a pleasant telephone and email manner together with a good standard of written English.

This is a newly created role to support the ongoing fast-growth of the organisation.

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
- Excellent telephone manner
- A customer-centric attitude
- Experience of MS Word and MS Excel
- Experience in a fast paced environment dealing with customers face to face over the telephone or by email

### **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 of 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.