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| **Job Title** | Customer Service Advisor |
| **Salary** | £18,720 per annum |
| **Contract Type** | Permanent, Full time |
| **How to Apply** | Email your CV to [recruitment@bluetreegroup.co.uk](mailto:recruitment@bluetreegroup.co.uk) |

Bluetree Group are the fastest growing print business in the UK and have been on the Virgin Sunday Times Fast Track 100 ranking for two years running, along with appearing in the '1000 Companies To Inspire Britain’ LSE listings. With over 350 employees, we have departments ranging from production to sales, artwork to customer service and marketing to finance.

**Here’s where you come in:**

We are seeking an enthusiastic **Customer Service Advisor**to expand our growing **instantprint**team, Monday to Friday and the occasional Saturday. Our opening times are 9am to 7pm Monday to Friday, and 9am to 1pm on Saturdays and have a shift rota to cover these hours.

The role involves taking inbound queries, quotes and resolving issues from a variety of different channels. This includes phone, emails and live chat. We are a team that pride ourselves on delivering exceptional Customer Service in each and every conversation we have.

Since work is a huge part of your life, we want it to be interesting. You will be exposed to new technologies, subject matters and challenges. We keep up with the latest technologies, tools and tricks of the trade - we’re always refining our approach. If successful, you will undergo a comprehensive company and department induction programme.This is an exciting opportunity to work in a relaxed, open plan office environment with plenty of opportunities to grow and develop.

**Benefits:**

* Informal office dress code
* BUPA Health Care (following 3 months of employment)
* Regular social events both on and off site
* Wide range of internal and external training available
* Long service holidays awarded after 3 and 5 years of service
* Regular charity events and fundraising
* Free tea, coffee and fruit
* Enrolment into the company pension scheme
* Free on-site parking
* Discount on printed products

**Essential Skills**

* Previous experience of working within a customer facing environment.
* A confident user of Excel, Word, Outlook and be a confident internet user.
* The ability to work under pressure to strict deadlines, whilst still working with precision and a high level of attention to detail.
* A confident communicator, both face to face, over the phone and via email.
* The ability to work independently and have a pro-active attitude.
* A desire to improve on your own knowledge.
* You will be a team player.
* Dealing with incoming calls and email enquiries, and client complaints
* Effective management of your own time
* Taking ownership of dealing with client queries
* Processing orders, booking on order and taking payments
* General administrative support
* Creation and delivery of quotations
* Providing insights and reporting to management
* Using customer feedback to help inform strategy decisions
* Adherence to company policies and procedures

**The Company**

Bluetree Group operates through two Brands; instantprint and Route1Print.co.uk. We target all sectors of the market; from small & micro businesses to the largest FTSE 100 Companies.

Here are some of the other awards that we won in 2018;

* The European Business Award for Manufacturing
* The Sheffield Business Award for Company of the Year
* Internet Retailing Growth 2000
* BHP Rapid Growth Survey
* Business Link Ones to Watch for Printing Solutions
* 1000 Companies to Inspire Britain for the £20-£30m category
* FT1000 Europe’s Fastest Growing Company
* Top 50 Customer Service Award

You’ll be working at our state of the art factory that is based in Manvers (local to Rotherham, Barnsley, Sheffield and Doncaster) which is located on a major bus route, and free-parking is available on site. Once you walk through our doors, you realise that technology is pivotal to all of our operations. It’s a place for curious and ambitious people at heart.

Bluetree Group welcomes applications from carers or parents who have taken extended career breaks.

For all our current vacancies and privacy information, please

Follow this link to our website under the recruitment page

[www.bluetreegroup.co.uk](http://www.bluetreegroup.co.uk) 