



## Part Time Customer Service Executive Vacancy

|                   |                                      |                 |
|-------------------|--------------------------------------|-----------------|
| <b>Job Title:</b> | Part time Customer Service Executive |                 |
| <b>Location:</b>  | Kylemore                             |                 |
| <b>Hours:</b>     | 20 hours per week                    |                 |
|                   | Thursday                             | 16.00pm-20.00pm |
|                   | Saturday                             | 09.00am-17.30pm |
|                   | Sunday                               | 09.00am-17.30pm |
|                   | Bank Holiday Monday's                | 11.00am-16.00pm |

A successful **Customer Service Executive** at **Nesta** has experience in providing world-class customer service and working as part of a team. If you are a proven, successful leader with a history of exceeding expectations and are looking for an opportunity to grow your career, then our **Customer Service Executive** position is for you!

### Main Duties

- Assist the Branch team in the day to day running of the store.
- Demonstrate a sales-focused and customer-centric behaviour when interacting with our customers.
- Driving product and insurance sales
- Provide a welcoming environment to customers
- Respond to customer inquiries in a timely manner and address their concerns quickly.
- Identify and celebrate operational successes, as well as develop and implement plans to address opportunities.
- Experience in day-to-day financial duties
- Communicate effectively with colleagues and customers.

### Skills/Qualifications

- Previous experience in similar role ie: retail/hotel
- Excellent communication skills
- Highly motivated and can work off own initiative
- Excellent administration skills
- Passion for sales and customer service excellence.
- Working knowledge of Microsoft Excel, Word, PowerPoint and Outlook.
- 3<sup>rd</sup> Level Education preferred but not required