



Customer Service Representative

Reporting to: Customer Service Team Leader/Manager

Department: Customer Service

Contract Type: Permanent, Full-Time, Monday – Friday

Advert Closing Date: 22nd March 2024

Established in 1979, Codex has grown to be the market leader in the provision of a wide range of office supplies, furniture, and print services across Ireland.

Over the past 40+ years, our organisation has been steadily building on the core values that got us started - **Ambition, Customer First, Innovation, Integrity and Belonging**. Today, we employ over 85 team members around the country, with an annual turnover of over €35 million in 2023 and have ambitious plans to grow further.

ROLE OVERVIEW

Reporting to the Customer Service Team Leader/Manager, you will be responsible for managing customer queries through our call and email channels. Codex is moving towards a best-in-class customer service model, and you will play a vital part in achieving this. As a CSR you will be an advocate for the customer and will require excellent communication and problem-solving skills and the drive to go above and beyond our customers' expectations.

WHAT YOU WILL DO

- Provide a consistently high-level of customer service.
- Manage a high volume of inbound and outbound calls & emails with knowledge and efficiency.
- Handle various types of contacts, e.g., orders, quotes, and post sales queries.
- Work with internal departments and vendors to resolve customer queries.
- Achieve/exceed customer service department targets and KPI's, generating sales leads when opportunities arise.
- Follow company communications guidelines and procedures.

WHAT YOU WILL BRING

- 1-2 years customer service experience preferred.
- Strong communication skills, including active listening and the ability to communicate clearly.
- Ability to solve problems and alleviate conflicts or escalate via the appropriate escalation channels.
- Ability to multitask, manage time, and prioritise.

- Able to work individually and within a team.

WHAT WE OFFER

- Salary DOE
- 23 Days Annual Leave + Public Holidays
- 3 Days of Annual Celebratory Leave
- Extensive Family Friendly Policies
- On Site Free Gym Access
- Flexible and Hybrid Working Options
- Company Pension Scheme with Life Assurance
- Educational Assistance Program
- Colleague Reward & Recognition Scheme
- Onsite canteen with coffee, light breakfast and snacks provided.
- Staff parking
- Certified Great Place to Work

To apply please submit your CV/Resume to recruitment@codexltd.com

Due to the high volume of applications received, we regret that we are unable to respond to all applications. Only those suitable for this position will be contacted.