

Longacres Garden Centres **Bagshot**

Customer Service Assistant

Job Advert



We are looking for an Assistant to support our customer service team, the successful candidate will be working with customers on a daily basis and will need to have excellent customer service skills, an effective communicator exchanging ideas, thoughts, opinions, knowledge and data so that the message is received and understood with clarity and purpose throughout the department.

Longacres Garden Centre is family-run, and the business has grown to include six stores in the Southeast of England. From a few employees in 1979 to over 800 employees in 2024, Longacres is a growing company with opportunities for staff to develop and learn. Our diverse team is friendly, supportive, and inclusive. We value our loyal customers, high quality products and ability to offer competitive prices.

Responsibilities would include: -

- Manage and resolve any general enquiries
- Responding to store reviews and messages across all platforms
- Processing refunds
- Follow all GDPR regulations
- Contact and liaise with customers via phone call and email
- Filling and taking flower orders

Nice to have:

- The ability to make our customers feel valued
- Be a brand ambassador by having a great level of product knowledge
- Manage and resolve or escalate any problems in a timely manner
- Provide a prompt service with a can-do attitude
- Must be computer literate
- Previous customer service experience is preferred

Benefits

- Free onsite parking
- 15% Staff discount
- Training and development with opportunities to forge a career with us
- Pension plan
- Holiday entitlement of 28 days, including bank holidays

Store: Bagshot

Department: Customer service

Contract: Zero Hours

Hours: Weekend working with occasional weekday working to cover holiday

If you are interested in applying for this position, then please email your CV with a covering letter to recruitmentadvisor@longacres.co.uk