



## Customer Service Team Member

**Reports to:** Customer Services Manager

**Working hours:** 37.5 hours over 5 days.

**Job Type:** Permanent

**Base:** Plough Lane, South London

**Benefits:** Includes free weekly fruit and veg bag, staff discount, contributory pension scheme, bicycle scheme...

### Who are we?

Founded in 1988, Abel & Cole is famous for its seasonal organic fruit & veg boxes. We deliver a wide range of fantastic organic food to people's homes across much of England. We represent a refreshing alternative to supermarket shopping, but without being worthy or preachy. No airfreight, no silly packaging, no nasty chemicals – just great food produced by people who really love what they do.

We deliver to around 70,000 households and we employ about 550 great people. We consider ourselves bold, irreverent, genuine, friendly and honest, and it is crucial that this comes across in all of our marketing.

### Role Summary:

We are looking for people to join our Customer Service team in Wimbledon, London. You will be answering calls and emails from our customers, and completing other tasks within the team. You will help customers with all sorts of enquiries, from setting up new customer accounts to finding out whether our milk bottle tops are recyclable. We love new ideas and you can and will have a real impact on the service we provide. There are sensible shifts, no call scripts and a real emphasis on fantastic service; we give you the freedom to do a great job. We offer plenty of customer service training, plus you'll get to learn more about organic farming and the food we sell; to make sure you know your beetroot from your butternut squash! What's more, you'll be working within a friendly, supportive and sociable team.

We have great benefits, such as a free weekly veg box, staff discount and an on-site chef who cooks up a delicious lunch every day - to name a few!

### We need people who:

- Love giving great service
- Take great pride in their work
- Have a "can do" attitude
- Have a clear speaking voice and fabulous telephone manner
- Have excellent communication skills, good grammar and spelling
- Can type with accurate data entry skills
- Have previous customer service experience.

### Shifts:

- Monday – Friday

Earliest shift: 08:00 – 16:30 Latest shift: 09:45 - 18:15

- Saturday & Sunday

09:00 - 17:00

Weekend work is rota based and you will be expected to work up to three weekend shifts a month. We are open on Bank Holidays.

To apply, please email your CV and covering letter to [jobs@abelandcole.co.uk](mailto:jobs@abelandcole.co.uk) and use "Customer Service Team Member" in the subject line.