

Role Title: Reviews Coordinator
Reports to: Head of Sales
Responsible for: Our customers
Hours: 42.5 per week
Salary: £16,000 - £18,000

Genpower are currently recruiting for a Reviews Coordinator to join the team. This is a newly created role within the business which will support our customer service strategy and growth plans.

It is our goal to make Hyundai the no.1 power equipment brand in the UK and Ireland. To achieve this we need employees with the skills, experience and passion to drive our company forward and further increase growth.

Key duties to include:

- To support our online presence by taking ownership of our customer and product review process.
- To identify and respond to customer feedback left via ecommerce sites, eBay, Amazon, social media, Trustpilot etc.
- To strive to achieve 5 star status across all platforms.
- To call customers to ensure they are happy with their products and the service received.
- To work to gain positive customer reviews and feedback for our products and services.
- To resolve product or service problems in the first instance by determining the cause of the problem; selecting and explaining the best solution to solve the problem and following up to ensure resolution.
- To upsell products and services during follow up calls e.g. extended warranties.
- To prepare product or service reports by collecting and analysing customer information.
- To support the Ecommerce and Aftersales team on a daily basis, also providing cover for holidays and absence.

Requirements:

- 3+ years' experience within customer service.
- Experience of complaint resolution.
- Excellent telephone manner.
- IT literate.
- Organised, methodical and analytical.
- Enthusiastic and friendly.
- Ability to build rapport with diverse customer base.

About Us

Genpower Ltd is the exclusive UK and Ireland distributor for Hyundai Power Equipment. Since 2006 we have experienced tremendous growth, expanding our product range year on year whilst continuing to increase our market share in all targeted territories.

In 2018 we introduced the market leading Hyundai 60v battery powered range to our portfolio of high-quality products. Our product offering spans from garden machinery, petrol generators for leisure and industrial use, diesel generators for standby use, pressure washers, air compressors, water pumps, power tools to light construction equipment and much more. We also have a range of products under the P1 (Position One) brand, which offer high quality at competitive prices and are powered by Hyundai engines.

The most exciting part is that we are just getting started!

What is in it for you?

We are in a unique situation in that we can offer the opportunity to work for a successful fast-paced company in a location that is perfect for work-life balance. Pembrokeshire is renowned for its coast path, hills, wildlife, beaches, hospitality and outstanding natural beauty. Staff are rewarded for their successes through:

- Competitive salary.
- Perkbox.
- Private health care plan.
- Dentist and optician cash back scheme.
- Increasing holiday allowance with service.
- Pension scheme.
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To apply please send CV and Cover Letter outlining your suitability for the role.

