

Edible Print Supplies are looking for a confident and friendly individual to join our passionate team in Whalley, Lancashire. EPS are the UK's leading supplier of edible printers, inks and papers to the food and cake decorating industry with customers around the globe – from small home bakers to large commercial bakeries, hotels and restaurants. We take pride in our high-standards of customer-service, so the ideal candidate will share these values.

The Role

We're looking for a Customer Experience Lead to be the primary point of contact for customers and support our operations team to deliver consistent exceptional service. The role will include:

- Answering customer queries and support requests through various channels, including email, phone and social media.
- Becoming a subject matter expert in our products and services to be able to best support customers and offer guidance in using EPS products, including providing technical support for edible printers.
- Actively listening to customers and resolving any issues or complaints to their satisfaction, taking into account the customers needs and best interests of the business and displaying professionalism and empathy at all times.
- Working collaboratively with the wider team to always ensure customer expectations are met and fair customer outcomes are reached, offering support or suggestions to provide an excellent service across the whole operation process at all times.
- Managing customers returns from the first point of contact until items are received and a resolution has been provided.
- Keeping compliance documents from suppliers up to date and organised, and distributing to customers as and when required.
- Managing Amazon stock levels to ensure customer demand is met.
- Dealing with any sales enquiries, providing recommendations to customers, organising samples to be distributed when required, and following up any active leads.
- Supporting prospecting activities to bring in new customers to the business.
- Helping out in other areas of the business as and when required.

Requirements

The ideal candidate will have:

- A degree or proven experience in a relevant customer-focussed or technical support role.
- A customer-centric mindset, with a focus on providing consistent exceptional service.
- The ability to work in a fast-paced environment under pressure.
- Excellent communication skills, both written and verbal.
- A natural leader who can motivate other members of the team, pitch ideas and challenge service below expected levels.
- Good time management and organisation.
- Strong IT skills and experience using sales platforms.
- Experience using or providing support for printers or other technology (desirable).
- An interest in cake decorating, baking or the food industry.

**To apply please send your CV and Cover Letter demonstrating the above skills to
anna@edibleprintsupplies.co.uk.**