

Customer Service Advisor - Warrington
Beijer Ref UK Limited

Beijer Ref UK is a leading refrigeration and air conditioning wholesaler, with branches throughout the UK and Ireland. We are committed to delivering exceptional service, high-quality products and industry-leading support to our customers.

We are looking for a Customer Service Advisor to join our Warrington branch and play a key role in delivering a reliable, friendly and efficient service every day. This role is central to helping us improve service levels, build customer loyalty and ensure customers choose us first, more often.

The Role

As a Customer Service Advisor, you will support the day-to-day operation of the branch, working closely with colleagues to ensure customers receive a smooth, accurate and responsive service from order placement through to delivery.

Key responsibilities include:

- Providing a friendly and helpful response to customer enquiries, ensuring total customer satisfaction
- Accurate and regular order entry to minimise delays between receipt of order and dispatch of goods
- Resolving customer queries and complaints promptly and effectively
- Identifying and investigating potential issues with internal and external customers to ensure smooth order flow and customer satisfaction

This is a hands-on role that contributes directly to branch performance, service reliability and customer retention.

What We Are Looking For

- Previous relevant experience in a customer service environment
- Effective communication skills and a strong customer-focused approach
- Good computer literacy and accuracy when processing orders
- A practical, team-oriented attitude

What We Offer

- Hours – 42.5 hours per week, Monday to Friday 7.30am to 5pm
- 25 days holiday, increasing to 30 after 5 years
- Pension scheme and life assurance
- Employee Assistance Programme
- Bike to work scheme
- Supportive, collaborative, values-driven working environment

Applications: recruitment@beijerref.co.uk - 01372 389221

Our Values

We live by our values every day – committed, united, engaged and straightforward. They guide how we work, make decisions and support each other and our customers.

About You

You will be someone who enjoys working in a busy environment, takes pride in delivering excellent service, and is willing to get involved across different areas of the branch to help the team succeed.

Apply

Please submit your CV and cover letter to recruitment@beijerref.co.uk

We are an equal opportunity employer and welcome applications from all qualified individuals.

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