

## **Customer Service Ambassadors – St Johns Shopping Centre, Liverpool, L1**

### **The Role**

The Customer Service Team will be responsible for the day to day activity around the shopping centre. They will be welcoming our customers, engaging our retailers, supporting our events as well as dealing with enquiries to ensure everyone they meet receives an outstanding service and shopping experience.

This position would really suit an individual who either has, or is currently working in Customer Support role.

### **Key Responsibilities and Duties**

- Meeting and greeting visitors to the shopping centre
- Light cleaning duties will need to be carried out
- Provide excellent customer service
- Promote the brand of St Johns Shopping Centre
- Promote and participate in events within the shopping centre
- Telephone enquiries

### **Ideal Candidate**

- You must be self-motivated
- You must be able to use your own initiative
- Must have customer service experience
- You must be proactive, and can react to customer needs
- You must be organised and able to manage your own time effectively
- You must be able to communicate with people at all levels
- You must present a professional image always as a reflection on the Customer Service Team

### **Further Details**

- Salary - £8.05 per hour
- Contracted Hours – 16 hours per week
- Uniform & Training will be provided
- HSF Medical Care Plan

### **About The Westgrove Group**

The Westgrove Group is a multi-award winning national provider of bespoke dual service cleaning & security solutions, specialising in high profile, shopping centres, entertainment complexes, football stadiums, corporate office environments.

Our colleagues genuinely feel part of what we're collectively achieving here together at Westgrove. Our business is unique within the cleaning and security industries. We're incredibly colleague centric and our 'vision' of providing an exciting career platform that evidences unrivalled opportunities is undeniably what sets us apart from our competitors.