**The difference is you.** Because exceptional solutions require exceptional people. We are looking for committed and self-motivated support for our H&G Helpline team in Banbury.

**H&G Helpline Agent (6-month contract)**

Kärcher (U.K.) Ltd are looking for a **H&G Helpline Agent (6-month contract)** to provide after-sales support for the H&G Helpline based at our Banbury offices.

The key areas of responsibility for the **H&G Helpline Agent** is to respond to general enquiries regarding our H&G product range in a timely and professional manner. You will be required to answer queries on prices, products, stock and to resolve customer complaints/issues within Company guidelines. The role requires you to give basic technical advice on our H&G product range and to complete various administration tasks regarding warranty claims/credits notes/creation forms in line with Service Level Agreements.

You will be able to demonstrate your customer contact experience from a previous role within a Contact Centre environment. We are looking for a confident and enthusiastic individual who is able to work on their own initiative and who will make a positive contribution to the H&G Helpline Team. You will possess an excellent telephone manner, good keyboard skills and be used to working within a busy team.

This is a 6-month temporary contract, working a 37.5 hour week. Our H&G Helpline is open Monday to Friday, 0830hrs – 1900hrs, and Saturday 0830hrs - 1700hrs. You will be required to cover shifts and Saturdays on a rota basis. Kärcher (U.K.) Ltd are able to offer a competitive benefits package, career development and the Company will be relocating to brand new, purpose-built premises during 2016, within Banbury.

Please send your application, to include a CV and a covering letter, to [recruitment@karcher.co.uk](mailto:recruitment@karcher.co.uk) for the attention of Jo Wheeler, HR Advisor or call 01295 752162 for further details.