



DIGITAL CUSTOMER SERVICE ADVISOR - CHELTENHAM

WHO WE ARE

Superdry have been making world-class product for over 20 years, and we're proud of it. Our mission is to inspire and engage the contemporary style-obsessed consumer, whilst leaving a positive environmental legacy.

Together with our CEO, we have built a brand that has cut through the global apparel market at record speed, taking market share from brands that have existed for decades.

Our brand direction has never been stronger, evolving American Prep to resonate with a new generation of customers.

We are now on an exciting journey having reset our brand returning to our design-led roots and we are looking for talented people to join us.

THE ROLE:

As a Digital Customer Service Advisor, you will be the voice of our brand. Our customers are important to us, so we are looking for positive, solution-focussed people to deliver excellent customer service and enhance their Superdry experience.

We want our customers to find it easy to get the help that they need, and this is why we interact with our customers via live chat, emails and social media. We don't have a phone line, so the ability to communicate clearly and warmly in writing — bringing your personality through in every message — is important.

Our customer values are to make it easy, take ownership, resolve first time, and to be personable, and we live and breathe these in everything that we do.

As we head into the busiest time of year, we want to expand our existing team and keep on delivering a fantastic service for our customers! We work hard but we also have a lot of fun along the way.

Our Superdry Customer Service Team have won a national award for our approach to hybrid working. We call it "work it your way" and offer full flexibility for you to work from our Head Office in Cheltenham, from home, or a bit of both if you'd prefer, whatever works best for you! This includes all training for those people who don't live locally. You can work for Superdry Customer Service from anywhere in the country!



careers.superdry.com



If you'll be working from home, you'll need a suitable, quiet, private space to work from and a stable broadband connection. We'll provide the equipment you need to get set up.

You'll work 5 shifts per week, between the hours of 8am – 5pm. This will include weekend work which is normally every other weekend

YOU WILL:

- Fix things when they go wrong for our customers, creating positive experiences when things don't go to plan.
- Deliver excellent service via our digital channels — live chat, email and social media — while managing multiple conversations at once and working efficiently and effectively.
- Be a problem solver aiming to provide solutions for our customers.
- Have high standards, aiming to resolve our customer enquiries first time.
- Deliver and exceed personal performance targets to help support the overall Customer Service Department's objectives over our peak period of the year.
- Work collaboratively with your manager and colleagues to share feedback and trends that may impact our customer's experience.
- Handle customer and order information responsibly and in line with our data protection policies.

YOU ARE:

- Someone who is customer and solution focused, ideally with some customer service experience but this isn't essential as full training will be provided.
- Digitally savvy, able to chat live to customers via live chat and email, bringing your personality to the conversation.
- A confident, accurate writer with excellent spelling and grammar — since everything we do is in writing, how you say it matters as much as what you say.
- Comfortable managing several live conversations at once, staying organised and calm when things get busy.
- A keen problem solver who can think outside the box.
- An excellent communicator who can enhance the customer experience and work collaboratively with colleagues.
- Resilient and level-headed, able to stay positive and professional with frustrated customers, especially during our busiest trading periods.
- Computer literate (Outlook, Word, Excel), with good attention to detail and ability to multi-task. Experience with live chat, helpdesk or CRM software (e.g. Salesforce) is a plus, but not essential — full training is given.





Superdry & Co

AUTHENTIC PREMIUM OUTFITTERS

- Willing to get to grips with our processes and systems so you can give customers accurate, confident answers.
- Able to bring your personality to the role and be a positive representation of the Superdry brand and customer experience.
- Based in the UK, with the right to work in the UK



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