

Customer Liaison Representative – Part-time (Up to 15 hours per week)

£Hourly Rate

Home based plus 1-2 visits/month to head office in South West London

The Company

My Nametags is a UK based, privately owned company selling children's nametags across multiple countries in Europe. Our UK website is www.MyNametags.com, and our Belgian website is www.MyNametags.be. We started business in 2004 and have steadily grown during the last seven years. Due to our success, we have recently taken space in larger offices in anticipation of further growth.

Our Products

My Nametags specialises in providing nametags for parents of children in nurseries and schools. Our nametags have been used by more than 1 million parents and are the only ones that are guaranteed not to fall off in the wash.

Our Customers

We are a genuinely international business and have been selling My Nametags to customers across Europe since we started in 2004. In particular we have built up a strong client base in France, Ireland, Italy and Belgium.

We have actively marketed ourselves to Belgian customers for about two years, selling directly to consumers by post or the internet. We run our Belgian "department" from London, but with a Belgian website, Belgian fulfilment and Belgian address and free phone numbers. We have a French-speaking person who deals with customer queries by phone and email, but she is not able to deal with Dutch speaking queries.

We are now looking for a person to work from home probably in London, to be our Dutch-speaking customer representative. This person will deal with queries from Belgium (where the customer speaks Dutch) and The Netherlands, as we look to expand My Nametags into this country in spring/summer 2012.

The Role

Overview

The job is based at home, with flexible hours (therefore it could suit someone who needs to deliver and pick up children from school), with visits to our office in Putney once every 2 weeks. Initially we will look for about 5-15 hours per week, some of which will be during business hours (to return phone calls).

Responsibilities

- Responding to customer queries by phone or email
- Taking occasional orders by mail/email
- Liaising with the head office regarding orders
- Helping with the marketing to schools and individuals
- Translating Dutch marketing/fulfilment materials if necessary

Skills/Qualities we look for

- English speaker (English is the corporate language & English software)
- Fluent Dutch/Flemish native speaker
- Computer literate (including use of the internet)
- Highly customer service focused approach – friendly and helpful!

- Responsible, mature person
- Positive approach

If you are interested or have any questions, please contact Lars Andersen on 020 8877 0062, or email lars@mynametags.com.