

**Service Support Advisor**  
wnDirect - Colnbrook, Berkshire  
Full-time, Permanent

An exciting opportunity has arisen to join a fast growing, pioneering, progressive logistics company which offers fully tracked international home deliveries for the ecommerce market. As eCommerce delivery experts, wnDirect makes it possible for retailers to achieve their global aspirations. Renowned for its disruptive way of thinking wnDirect has consistently delivered a stream of innovations which have been genuine game changers in the eCommerce world.

**OUR MISSION:**

Our mission is to redefine international eCommerce delivery. We will enable retailers worldwide to 'go global' by offering a reliable, dynamic and flexible delivery service. With a highly motivated team we will innovate through new technology solutions. Our aim is to be the world's preferred international delivery service provider.

**RESPONSIBILITIES:**

Reporting to the Service Support Manager, the Service Support Advisor will be supporting our customers and partners to achieve our contracted service levels. The Service Support Advisor works within a team to ensure client and internal operational requirements are met.

**REQUIREMENTS:**

Our ideal candidate will be personable, professional and confident when communicating with clients and partners when receiving inbound contacts and when making outbound calls. They will be passionate about delivering excellent Customer Service, and be focused on the quality of work delivered with high attention to detail.

**OUR CULTURE:**

There is excellent scope for progression and the chance to work for a Company that truly values their employees. We offer a lively and informal work environment in a spacious, light, open planned office. We work hard to offer an exciting and innovative range of benefits which include:

- Pension
- Employee assistance programme
- 25 days holiday a year rising to 26 after 3 years' service
- Access to corporate health cash plan scheme
- Discretionary bonus
- Access to discount shopping platform
- On site gym offering corporate rates



Wellbeing and corporate social responsibility is at the heart of our core values. At wnDirect we wish to instil a strong culture of corporate social responsibility within every employee from the top down, and hope to create a positive and productive environment where employees can thrive. To that end, we offer all our employees 1 day a year in addition to their annual leave, to volunteer at a charity pertinent to them.

We take our environmental responsibilities seriously and like to promote our environmentally friendly methods through several exciting initiatives.

If this sounds like the type of Company you would like to work for, and the sort of role you are looking for, please apply by emailing [recruitment@wnDirect.com](mailto:recruitment@wnDirect.com) with your CV.

### **EQUALITY STATEMENT**

Equality and diversity is at the core of our values and staff are expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.

