

We're Hiring! Customer Service Agent

- 📍 **Location:** Dunfermline, Fife, Scotland
- 🕒 **Full-Time | Permanent**

Are you a people-person that thrives on delivering top-notch service? We're looking for a **Customer Service Agent** to join our growing team in Dunfermline!

As the first point of contact for our customers and sales team, you'll play a key role in dealing with a wide range of queries and providing exceptional service.

Your Day-to-Day:

- Respond to customer inquiries via phone and email
- Handle complaints and troubleshoot problems, aiming for a first-contact resolution
- Process orders, account applications, and other requests
- Update customer accounts with relevant information
- Follow up with customers to ensure issues are resolved to their satisfaction

What We're Looking For:

- Previous experience in customer service desirable
- Excellent communication and organisational skills
- Confident with Microsoft Office and CRM systems
- Ability to stay calm under pressure and manage multiple tasks
- Team player with a proactive mindset

What You'll Get:

- Competitive salary
- Training and development opportunities
- Supportive team environment
- 24 days holiday (plus bank holidays)
- Company pension scheme

If this sounds good — we'd love to hear from you. **Apply today** by sending your CV to:
james.wood@kenteurope.com