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CHEFS

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Help Desk Agent

We are a rapidly expanding business and our Membership channel in particular is growing at breakneck speed.

Inevitably there are situations where our Members experience technical issues such as sign-in problems/password resets, credit card issues, failed product deliveries, etc. – or they just need some guidance as to how to get the most out of our site and their Membership.

Issues need to be solved by the individual themselves or elevated to either our tech team or other team members to act upon.

We are looking for someone to work remotely using their initiative to solve our Members' problems, when they do occur, in a timely fashion. The focus is on providing a top-quality service to our paying Members.

The applicant needs to be tech savvy (but does not need to be a tech guru) and would have a logical problem-solving mind.

Location: Remote

Package: Based on an hourly rate

No. of Hours: Expected to be around 15/20 hours - totally flexible.

Status: Contractor

Knowledge of Freshworks/FreshDesk/Stripe/Shopify useful along with strong English writing skills.

To apply, send your CV and cover letter to info@greatbritishchefs.com