



CUSTOMER EXPERIENCE AGENT – FULL-TIME

About Us

Parcelly is a new smartphone based service allowing consumers to collect their online purchases and parcels close to home, work, or wherever is most convenient for them. Launched in December 2014, we are operating today a network of more than 600 parcel collection points in Greater London and the rest of the UK and we are growing every day, so this is a hugely exciting time to join!

The Role

As a Customer Experience Agent for Parcelly, your task is to make sure our customers/merchants are happy with the Parcelly service. This is a demanding role that requires a broad skillset. Not only will you be directly responsible for keeping Parcelly's customers happy and productive, but you will also spend time working with the development team to test new features before release. Your job is to ensure that Parcelly's customers have the best experience possible. We take customer service seriously. This is not some mindless low-level job, but a position we consider essential to the team's success.

About You

- You care deeply, genuinely and passionately about customer support and about the role it plays in making a customer-centric team successful.
- You have prior experience doing email-centric customer support for a web application and you know how to do it well. You know that every bit of work you do makes a real difference in making a customer happy.
- You understand the web and how it works. You're not necessarily writing and deploying your own JQuery-based, CSS-heavy responsive sites, but you're also not intimidated by the technology.
- You know when something is over your head and are not afraid to ask for help. You are skilled at explaining technical problems succinctly and clearly.
- You are a strong, confident, and exacting writer.
- College degree or equivalent professional experience preferred.

The company is based in Interchange Triangle, London NW1 8AB.

What We Offer

- Working for “one of the most innovative startups in B2C delivery”, awarded numerous times (www.parcelly.com/about) with plenty of scope for personal development
- Work alongside the founding team, the role is focused on supporting in all elements of the growth strategy and to get involved in the design, build and roll out of the next batch of our service and product development
- For the right candidates there are also several full time roles available

**Role based on 40hrs/week, salary + travel expenses plus incentives and bonuses.
Internship starting immediately and we recruit all year round.**

**To apply, please send us your CV and tell us briefly why you want to work with us:
careers@parcelly.com**