

**Customer Service Advisor - Belfast**  
**Beijer Ref UK Limited**

Beijer Ref UK is a leading refrigeration and air conditioning wholesaler, with branches throughout the UK and Ireland. We are committed to delivering exceptional service, high-quality products and industry-leading support to our customers.

We are looking for a Customer Service Advisor to join our Belfast branch and play a key role in delivering a reliable, friendly and efficient service every day. This role is central to helping us improve service levels, build customer loyalty and ensure customers choose us first, more often.

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**The Role**

As a Customer Service Advisor, you will support the day-to-day operation of the branch, working closely with colleagues to ensure customers receive a smooth, accurate and responsive service from order placement through to delivery.

Key responsibilities include:

- Providing a friendly and helpful response to customer enquiries, ensuring total customer satisfaction
- Accurate and regular order entry to minimise delays between receipt of order and dispatch of goods
- Resolving customer queries and complaints promptly and effectively
- Identifying and investigating potential issues with internal and external customers to ensure smooth order flow and customer satisfaction
- Goods inwards, picking, packing, loading and off-loading vehicles
- Occasional multi-drop driving
- Participating in the annual stock take

This is a hands-on role that contributes directly to branch performance, service reliability and customer retention.

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**What We Are Looking For**

- Previous relevant experience in a customer service, warehouse or trade counter environment (advantageous but not essential)
- Effective communication skills and a strong customer-focused approach
- Good computer literacy and accuracy when processing orders
- A practical, team-oriented attitude
- Forklift truck experience is desirable, but not essential — full training will be provided
- A full UK driving licence is required due to the nature of the role

**Applications:** [recruitment@beijerref.co.uk](mailto:recruitment@beijerref.co.uk) - 01372 389221

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### What We Offer

- Hours – 42.5 hours per week, Monday to Friday 7.30am to 5pm
- 25 days holiday, increasing to 30 after 5 years
- Pension scheme and life assurance
- Employee Assistance Programme
- Bike to work scheme
- Supportive, collaborative, values-driven working environment

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### Our Values

We live by our values every day – committed, united, engaged and straightforward. They guide how we work, make decisions and support each other and our customers.

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### About You

You will be someone who enjoys working in a busy environment, takes pride in delivering excellent service, and is willing to get involved across different areas of the branch to help the team succeed.

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### Apply

Please submit your CV and cover letter to [recruitment@beijerref.co.uk](mailto:recruitment@beijerref.co.uk)

**We are an equal opportunity employer and welcome applications from all qualified individuals.**

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