

## Call Center Advisor

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Company: UK Customer Service - Retail GBR

Location: Nottingham

Category: other-general

### **Role Purpose:**

To provide the best possible reactive and proactive customer support using the 'Sales through Service' ethos for the Bingo, Casino and Poker, Sports Betting customers across multiple contact channels.

### **Key responsibilities**

Provide award winning standard service across all contact channels as required through all communication channels (voice and non-voice) whilst maintaining service levels and efficiencies.

Improve and optimize customer value through maximising customer conversion and retention opportunities utilising company marketing initiatives and the 'Sales through Service' mentality

Be able to respond across all products, but become an expert in at least one area

Ensure familiarity with all marketing initiatives and up-to-date customer support functions and processes

Maintain open and transparent communication within the team

Proactively escalate any issues that would affect the customer experience

Provide first time resolution to customer contacts, taking into account the commercial value of each contact.

Escalate customer complex enquires to the Senior Customer Advisor and relay outcomes of investigations to customers.

Maintain a Quality & Assurance score that meets and exceeds department KPI for each period outlined in the annual objectives.

Perform any other duties as assigned and required.

### **Qualifications and Educational Requirements**

Must possess a High School Diploma, Vocational Diploma / Short Course Certificate, Bachelor's Degree, any field.

### **Specialist Skills and Experience Required**

Contact Centre and Customer Service Experience – an advantage

Fluent in English – written and spoken to an excellent standard – a must

A great attitude and desire to help our customers

Reliable with a strong work ethic

A flexible approach to work schedules and shift patterns

Able to react to company needs

A proactive and 'can do' approach

Confidence to interact with customers through a variety of communication methods including voice, email and live chat with the ability to multi-task

Can work independently and within a team

Quality of service and going the extra mile is at the heart of your service approach

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## Cross References and Citations:

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