

## Customer Service Advisor - 2 Month Cover

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Company: Interaction Recruitment

Location: Hebburn

Category: other-general

### Customer Complaints Case Handler

Interaction Recruitment are looking for an experienced case handler for our client based in Hebburn.

Location: Head Office, Hebburn

Contract: 2 months

Salary: £12 per hour

Shifts: Monday to Friday / 8.30am - 5pm

#### What you will do:

The case handler team are the first point of contact with customers who call us after not being able to resolve complaints directly with their local dealership. They're a customer-centric team who provide helpful information, direction and high-quality service to internal and external customers.

#### Who we're looking for:

If you have experience of working in customer relations in similar industries, you'd probably be really comfortable in this role.

Great listeners, who enjoy communicating on the phone.

Experienced relationship builders who's great at engaging with people, making them feel heard and valued.

You're able to ask questions to understand when someone may be vulnerable or where additional support might be needed.

Whilst you're naturally empathetic and good at understanding people's issues, you can remain impartial.

You can manage expectations and share disappointing news in a way that's helpful and brings understanding.

You will be a flexible, clear and analytical thinker, who's able to assess a situation and make decisions confidently and quickly.

You're comfortable in your written and verbal communication, using a variety of communications channels including phone, email and internet portals to communicate with empathy and clarity.

If this role interests you please click 'APPLY NOW' or alternatively email your CV to (url removed) quoting Case Handler

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