

Customer Service Advisor

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Company: Blue Arroww

Location: Cardiff

Category: office-and-administrative-support

Our client are the leading developer and operator of low-carbon electricity in the UK and Ireland.

They are looking for experienced Hybrid Customer Service and Call Centre Advisors to join their team in Cardiff.

It's a great opportunity to build a rewarding career, and a way to help build a world that's cleaner, greener, and fairer for all.

- * Salary: £14.02 per hour (PAYE)
- * Contract: until end of October 2024 (likely extension)
- * Working Hours: 37.5hrs per week, Monday to Friday, 08.30-17.00
- * Location: Cardiff/Hybrid (2 days in the office, 3 days from home)
- * Training provided
- * Benefits: 28 days paid holiday & pension

What is the Role?

This role is working on a predictive dialler making outbound calls as well as dealing with inbound internal calls and main objective is to book smart meters, this role is target drive where achievable targets will be set weekly to the advisors.

Outbound & Inbound call centre, working off a list of current business customers, making calls to ask them if they would like to upgrade to a SMART meter (which is a free service).

What do I need to be successful?

- * Previous experience working in a telephone-based Customer Service role (minimum 6 months).
- * Excellent IT skills - lots of systems to learn and navigate.
- * Be able to work on your own initiative, be inquisitive, decisive, and able to see tasks through to completion.
- * Your communication and decision-making skills will be second to none and you'll have excellent attention to detail.

If you are interested in the role, please apply with your up to date CV ASAP.

Blue Arrow is proud to be a Disability Confident Employer and is committed to helping find great work opportunities for great people.

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