

# United Kingdom Jobs Expertini®

## Customer Service Advisor

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Company: Maximus Services, LLC

Location: Cardiff

Category: office-and-administrative-support

**Description & Requirements** Be part of something great Maximus is a global organisation that specialises in providing health and employment services to millions of people every year. Here in the UK we employ around 5,000 people across the country to deliver services that have a profound impact on people's lives. From assessments and health services to employability programmes and specialist support, we do work that matters with people who care. The Customer Service Advisor is required to provide an exceptional level of service to our service users working with a variety of well-known and smaller organisation from charity, third sector and government sectors. You will be required to:

- \* Understand, support and advise customers requiring a wide range of information, advice and guidance.
- \* To provide a telephone and multi-channel support service with integrity, professionalism and adhering to all relevant process, procedures, and legislation.
- \* Comply with the expectations of customers.
- \* Ensure they are consistently achieving or exceeding Service Level Agreements (SLA's).
- \* Provision of multi-channel information services.
- \* Provision of accurate, meaningful, and consistent information to support to our customers.
- \* Listen patiently, empathise with the caller's situation and convey a genuine desire to help\* and support.\*
- \* Maintain the Customer Records Management (CRM) system through accurate data input and record keeping, constantly keeping data integrity as a core priority.
- \* Work with colleagues to ensure the highest level of customer satisfaction.
- \* Ensure continuous service improvement, initiating, and responding to change in a positive manner.
- \* To undertake effective research on a range of topics to fit with deadlines.
- \* Operate in compliance with all company policy & procedures, HR best

practice and relevant regulations required to include but not limited to PCI, GDPR, ISO 27001, 9001 and 14001. \* Proven experience of delivering a service which provided a supporting role;\* Working as part of a team; \* Providing telephone, online, email and live chat information; \* Researching, collecting and recording data evidence;\* IT literate with full working knowledge of MS Office Suite and use of windows-based databases; \* Planning and co-ordinating own workload;\* Excellent communication and interpersonal skills;\* Strong decision-making abilities; \* Ability to empathise with people at all levels;\* Ability to manage and resolve complaints; \* Emotional resilience.EEO Statement Maximus is committed to developing, maintaining and supporting a culture of diversity, equity and inclusion throughout the recruitment process. We know that feeling included has a dramatic impact on personal wellbeing and are working to ensure that no job applicant receives less favourable treatment due to any personal characteristic. Advertisements for posts will include sufficiently clear and accurate information to enable potential applicants to assess their own suitability for the post.We are a Disability Confident Leader, thanks to our commitment to the recruitment, retention and career development of people with disabilities and long term conditions. The Disability Confident scheme includes a guaranteed interview for any applicant with a disability who meets the minimum requirements for a job. When you complete your job application you will find a question asking you if you would like to apply under the Disability Confident Guaranteed Interview Scheme. If you feel that you have a disability and apply under this scheme, providing that you meet the essential criteria for the job, you will then be invited for interview. YourGuaranteed Interview application will only be shared with the hiring manager and the local resourcing team. Where reasonable, Maximus will review and consider adjustments for those applicants who express a requirement for them during the recruitment process.

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