

Customer Service Advisor

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Company: St David Recruitment Services

Location: Cardiff

Category: office-and-administrative-support

Customer Service Advisor

Cardiff

£12.00 per hour

Monday – Friday, 35 hours per week

Shift patterns between 9:00am – 6:00pm

Hybrid working after 2 weeks of onsite training

Temporary for 6 months initially – may go permanent

Our client is looking for 4x Customer Service Advisors with an immediate start. This role is temporary for 6 months initially and may go permanent for the right candidate.

Essential:

- Must pass and complete a basic DBS
- Excellent customer service skills
- Previous administration experience
- Excellent verbal and written communication skills
- Good IT skills and knowledge of Microsoft Office
- Ability to work well under pressure

Responsibilities:

- Provide excellent customer service experience and maintain good customer relationships
- Answer and transfer calls
- Deal with customer queries and complaints regarding their financial agreements
- Conduct customer surveys as required
- Ensure regular communication is maintained internally and externally to ensure a high quality customer service
- Liaise with and support customers throughout application processes
- Understand and maintain good knowledge of all company procedures
- Undertake any other relevant duties as required

If this Customer Service role is of interest, please apply with your CV today.

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