

Customer Service Advisor

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Company: Yorkshire Building Society

Location: Chatham

Category: office-and-administrative-support

About the Role

As a Customer Service Advisor you'll:

Get to know our members and support them in finding the right products and services that can provide Real Help With Real Life - whether that's saving for a gap year trip, buying a first home, or anything in between.

Facilitate great conversations confidently through channel of choice, as you support our members in branch, over the phone and with the operation of their accounts online.

Forget sales targets, and enjoy the freedom to do what's right.

Here at YBS no two branches are the same, they each have their own characteristics and qualities that makes working there so special. Here is what the hiring manager had to say about Chatham Branch.

“Chatham Branch is looking for a new addition to our very successful and motivated team, we are committed to growing our business and are extremely passionate about providing new and existing customers with an exceptional service.

You will be fully supported with the necessary training to service our customers mortgage and savings needs and requirements through multiple channels, including faced to face, telephone and online.

There is a large variation of daily tasks from counter transactions, savings meetings, inbound and outbound calls and digital support.

Here in Chatham we love to help our local community using our volunteering hours to support our Charity partner Fareshare with fundraising and practical support in their distribution sites. As well as delivering financial education sessions for both children and adults in the local area

The Management team are passionate about personal development and if you have aspirations to move on to further opportunities, we will actively build your skills and capabilities to support this.

Chatham branch is easily accessible by local transport with both a bus station and train station within walking distance. There is also car parking availability directly behind the branch at cost.”

About You

Being part of the team isn't about being a whizz in financial services, or about having lots of customer service experience. Instead, it's about:

Being great with people, and being able to talk to our members.

Challenging yourself to go the extra mile for your colleagues and our members, to help us grow and achieve our business objectives.

Understanding why it's important to celebrate different people with different skills, experiences, and opinions.

Demonstrating a growth-mindset and making the most of the training and development we offer.

Having the ambition to become a leading expert on our products and services.

About Us

At YBS we don't have shareholders, we have members. We care about people and that includes you. So here, you'll be respected for who you are, you'll be able to bring your whole self to work, and you'll have everything you need to build a long and rewarding career.

Flexibility. We offer a range of flexible working options without unsocial hours, which can help you find a healthy work-life balance. Whether it's finishing early for an appointment or fitting your studies and hobbies in around your working hours, we can help make it work for you.

Development. We want you to feel challenged here. Whatever your ambitions, we're

committed to helping you develop your skills and move ahead in your career journey. From day one, we'll set you up for success with a brilliant induction and full training plan, all designed to get you up to speed quickly.

Inclusivity.We're passionate about creating an inclusive environment where everyone is welcome and able to be themselves. If you'll go the extra mile to help our members, you'll fit right in and feel you belong here.

About our Benefits

We offer lots of fantastic rewards that you can make the most of in and out of work, including:

Holiday. You'll get 25 days plus Bank Holidays, as well as the option to buy up to a further 5 days.

BonusAt YBS we work collaboratively and share in our success together, so when we reach our goals we're all rewarded with an on target bonus of 7% of eligible pay (with the opportunity to earn up to a maximum 15%).

Pension.We know how important it is to save towards the future, that's why we'll contribute up 11% into your YBS pension.

HealthcareHealth and wellbeing are an important part of life at YBS, when you join us you'll have access to a range of health benefits to suit your life including private medical insurance, dental and healthcare plans.

My Benefits. When you join YBS you'll have access to our self-service benefits portal, where you can access a range of retail, hospitality and health discounts

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