

Customer Service Advisor

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Company: Bluetownonline

Location: Leicestershire

Category: office-and-administrative-support

Job TitleCustomer Service Advisor

Location: Leicester

Salary: £24,250 per annum pro rota

Job Type: Part-time, permanent

AT Management (ATM), an established contact centre which provides Customer Service solutions for major companies across the UK. We specialise in what we do and at the heart of our business are our people. We are an expanding business with offices in Leicester, Coventry, Stockport, and Sligo and can offer strong development opportunities/career paths for individuals looking to join us.

About the Role:

We are currently looking to recruit several people for part time positions based in Leicester.

Part Time Hours: minimum of 24 hours per week – to include Saturday working from 10am till 6.30pm.

Join us in working for a leading UK Opticians provider who delivers exceptional customer service every day! You don't need to have experience of working in a contact centre, or customer services. We offer a comprehensive training programme when you join us, so you'll have all the tools you need going into your role and the support thereafter to maintain and exceed it! Better yet, once you've developed in the role, there's a great opportunity for you to progress onto different campaigns to progress your skill set.

Here's more of an insight into what you can expect day to day:

Book and reschedule customers appointments via telephone and deal with Customer queries

Contact customers regarding their appointments

Take ownership of each call to maximise opportunity whilst maintaining a positive customer experience

Update databases with customer details

Meet or exceed monthly call and quality performance goals

About You:

This position is open to all! Whether you're experienced, looking for a new venture or you're looking to kick start your career, all we ask is that you are passionate about delivering a great customer journey!

If the below sounds like you, hit the apply button today to begin your journey with AT Management.

Driven by success, purposeful and enjoy delivering great customer service in a challenging environment

Result orientated and have a determined attitude to achieve your KPIs

IT literate

Possess excellent interpersonal and communication skills

Committed and resilient

Keen to learn and develop

The ability to work as part of a team supporting colleagues where necessary

Commitment to excellence

We are a Disability Confident Committed Employer as well as a recognised Menopause Workplace Employer

Benefits:

24/7 GP cover

Retail and Restaurant discounts

Life Assurance Cover

Company pension

Employee discounts

Career Progression

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