

United Kingdom Jobs Expertini®

Customer Service Advisor

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Company: Tate Recruitment

Location: London Area

Category: other-general

Customer Service Advisor Come work for a cool, vibrant, energetic, InsureTech company, based in Central London. Fantastic working conditions and culture. Opportunities for growth and development and an inviting salary package. Up to £32,000 plus 10% bonus

Core hours: Monday to Friday 9am to 6pm
Additional: Saturday working via rota 9am to 6pm once a month and its paid time and a half

We are recruiting for a Italian InsureTECH organisation, based in Central London. This is Tech scale up company who have been modernising the insurance industry and successfully launched in the UK a couple of years ago. Their vision is to be the best car insurance provider, using their best-in-class technology and a customer-centric approach to disrupt the market. We are seeking the best of the best of Customer Service Talent to join this team of 12. You will be customer centric focused, engaging, driven, positive and innovative. We want you to bring ideas to the table, add value and contribute to it being the number one customer service team. Your duties and responsibilities will include but not limited to;

- Providing customers with outstanding levels of service over the telephone and through online channels
- Becoming a product knowledge specialist
- Supporting new and existing customers with any queries they may have, ensuring to keep customer satisfaction high
- Ensuring any customer escalations are handled swiftly
- Being on hand to help customers with any payment queries

Once you have been embedded within the customer fulfilment team, you will also be working on projects to help take us to the next level

Working closely with all team members. You must have the following experience;

- Contact centre/call centre experience
- Live chat/Webchat experience - Zendesk desirable
- Email management/customer support
- Banking/Finance/Insurance experience preferable and

a good understanding and knowledge of the FCA· Working in a fast paced, agile environment· Degree educated· Positive attitude· Strong written and verbal communication· Professional and be a brand ambassador· Motivated, driven and have a entrepreneurial stylePACKAGE· Up to £32,000· Overtime allowance (includes Saturday and bank holidays as part of a team rota)· 10% performance related bonus (paid on annual basis)· 25 days annual leave· WFH days (currently 1 day a week· Pension· Vitality healthcare insurance

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