

Customer Service Advisor

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Company: BT Group

Location: Merthyr Tydfil

Category: other-general

Full time : Permanent Salary : £23,504 rising to £24,064 at 9 months in role, plus uncapped commission Hourly rate: £12.05 Are you someone that has a wealth of life experience which could help you navigate challenging situations? This could be resilience from raising a family, or the life skills you've built up from years of building relationships with those around you. If so, you have the transferrable skills to succeed in a Customer Service Billing role with EE. Why not use your skills to make a difference and join our Billing Team in Merthyr? We need people like you to speak with our customers over the phone about their account, listen to their needs and work together to find the best possible outcome. We understand that life never stands still, and like most roles within EE, this opportunity is designed with flexibility in mind. We're here to support you in being successful, meaning we'll do everything we can to make sure you don't miss that appointment, or can look after your family in an emergency. Just a few ways we're doing this include giving you the opportunity to schedule your own breaks and banking time, and the option of occasional home working. What's in it for you? A great starting salary of £23,504 rising to £24,064 after 9 months of being here, plus incentives and bonuses Huge discounts of EE & BT products including your Mobile and Broadband – saving you hundreds of pounds every year. Support in carving your own career path. We are passionate about developing our people and we'll support you to achieve the career you want. Volunteering days, so you can give back to your local community. Optional Private Healthcare and Dental, to protect you and your family. On top of all that, we've got a great team culture, meaningful support and tailored training to help you build a lasting career.

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