

## Customer Service Advisor

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Company: Barclays

Location: Newport

Category: office-and-administrative-support

## Customer Service Advisor

**Newport, Isle of Wight**

**Salary - £25,500 per annum plus excellent benefits including: Private Medical Care including GP services, Life assurance covering x8 times basic salary, Pension Contribution up to 12%, 25 days holiday allowance plus bank holidays, with the option of buying or selling 5 days per year, plus many more benefits**

**Shift - 35hrs per week, rotating between 7am-11pm Monday to Sunday**

As a Barclays Customer Service Advisor you will be the first point of contact for our customers. You will provide help and guidance to each customer, giving a personal touch ensuring they feel valued and respected. You'll have empathy, understanding and a passion for delivering excellent customer service. Full training will be provided, and you will be placed within a supportive team who will guide you to ensure you have everything you need to succeed as a Customer Service Advisor. You don't need banking experience just a can-do approach.

Barclays is one of the world's largest and most respected financial institutions, established in 1690, with a legacy of success, quality, and innovation. We offer careers that provide endless opportunity – helping millions of individuals and businesses thrive and creating financial and digital solutions that the world now takes for granted.

Colleagues who have applied for 'onsite' roles are expected to work four or five days a week at the selected workplace, contingent upon their specific role and business area requirements. If you're applying for a position, please discuss the working pattern specifics with the Hiring

Manager. It's important to note that we are constantly adapting our working environment, and as a result, working arrangements can be adjusted with reasonable notice to align with our business needs.

### **What will you be doing?**

- Working closely as a team across multiple channels, personalising each interaction with a customer, and providing backing and outcomes to best suit the customers' needs
- Fulfilling customer requests whilst demonstrating professionalism and empathy to ensure each customer is valued
- Demonstrating understanding of our processes/policies to ensure that customers are confident in our colleagues, and knowing when to escalate where appropriate
- Educating each customer on a range of products and services as well as the different channels they can utilize to engage with us directly
- Investigating emotive and complex customer and client queries, concerns, and complaints related to an extensive range of products
- Engaging in a fast-paced environment, reviewing relevant information, and making decisions and actions
- Taking inbound calls at times and listening to customers' specific circumstances while tailoring the relevant solutions to their needs

### **What we're looking for:**

- Excellent communication and empathy skills, with the ability to use a range of communication styles to provide a personal approach
- A genuine passion for helping others with a customer centric mindset
- The ability to educate our customers on a range of products and services
- Proficiency in fraud investigation, processes and systems reviewing relevant information and making decisions and actions

### **Skills that will help you in the role:**

- Ability to work seamlessly as part of a team but also to their own initiative
- Proven ability to use Microsoft Office to a high standard
- Experience in Retail Banking is desired but not essential, as we are looking for people that are passionate about customer service

### **Where will you be working?**

You will be based in one of our Branches which are the heart of Barclays. Branches are

changing both in the way they look and the way our colleagues work in them. We aim to have someone on hand to help our customers with their banking needs from the moment they walk in, creating an exquisite customer experience, face to face, while using technology to create the quickest, most seamless experience for them.

#LI-Onsite

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