

United Kingdom Jobs Expertini®

Customer Service Advisor

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Company: Hays Business Support

Location: Teddington

Category: other-general

Your new company

A fantastic opportunity is available working for this award-winning Housing Association in the Richmond area, who support the local community with housing needs. They have a reputation for staff well-being and are an employer of choice in the local area. The organisation are now looking to add to their Customer Service team who will support with neighbourhood or repairs queries and will be hired initially on a 6 month FTC. The role is based close to Richmond, close to a station and has hybrid working available after training.

Your new role

Your new role will involve resolving customer queries, owning them from start to finish across various channels including phone, email, webchat and social media. You will support customers accessing online services, making referrals and signposting, taking reports of anti-social behaviour or dealing with repairs/maintenance queries.

What you'll need to succeed

In order to be successful, you must have recent experience within a Contact Centre, office-based customer service position, ideally with experience in housing, property, construction or public services. You will be within easy reach of Richmond/ South West London and be immediately available to start work.

What you'll get in return

In return you'll be offered a 6 month fixed term contract with possibility to extend subject to organisational needs and personal performance, you will be offered a competitive salary of

£29,000 (pro-rata over the 6 months), other benefits include 27 days holiday plus bank holidays (pro-rata over 6 months), hybrid working including 3 days a week in the office and 2 days at home after 3 weeks of full time training in the office, well-being allowance of £30 per month and other fantastic benefits.

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call us now.

If this job isn't quite right for you, but you are looking for a new position, please contact us for a confidential discussion on your career.

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