

United Kingdom Jobs Expertini®

Customer Service Advisor

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Company: Bluetownonline

Location: Wrexham

Category: office-and-administrative-support

The role:

You'll begin your 3-week training journey, where you'll learn how to use our bespoke, in-house call management system. You'll be shown how to handle a variety of calls and enquiries across the range of sectors we support – including Property, Legal, Healthcare & Finance – and for our Bespoke Customer Teams clients.

You will be an important point of contact for our clients' callers, answering queries and handling their calls, and accurately relaying messages within our system.

What you'll need:

Although we welcome call taking experience, it's not required! What you will need is a resilient yet compassionate nature to effectively deal with high volume and sometimes challenging calls. Providing phone support on behalf of a variety of clients across a diverse range of industries will mean that no two days are the same! You'll also require:

A confident telephone manner with good interpersonal skills

The ability to use your empathetic listening skills to deliver excellent customer service over the phone

Great multi-tasking skills in a fast-paced environment

Excellent problem-solving skills

Good computer and data entry skills

Work for a company as amazing as you:

“I have built such amazing friendships with my clients over the years. They have always made me feel like a true part of their own team.”

“Working within a team here is so much fun! We have monthly team lunches and there are always amazing prizes to be won for team days out.”

What's included:

As a Moneypenny PA working at our award-winning headquarters in Wrexham, you'll enjoy welcoming, spacious, state-of-the-art offices, plus communal spaces including a treehouse – we like to do things differently around here! You'll also benefit from:

Permanent contract

Starting salary of £23,750, rising to £24,250 after 6 months in the role

26 days annual leave, plus bank holidays

Mental health support (through our Employee Assistant Programme) with access to an on-site mental health counsellor

Access to our wellbeing room to help enhance your physical and mental wellbeing

Access to a 24/7 doctor line

Comprehensive training and where desired, long-term career progression across the business

Subsidised meals

Free on-site gym access

And did we mention our epic parties? We know how to celebrate in style!

You'll work 39.5 hours per week, on a rotating shift pattern which will include working one Saturday or Sunday out of every 4 weeks. Each week you'll work set 8-hour days, between the hours of 8:30am and 7:30pm. Please note that these rotas are subject to occasional change, although plenty of notice will be given.

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Cross References and Citations:

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3. **Customer Service Advisor Thechatgptjobs Jobs WrexhamThechatgptjobs ↗**
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