

Customer Service Advisor

[Apply Now](#)

Company: NEC Software Solutions

Location: Wrexham

Category: office-and-administrative-support

Company Description

Come join us and make a difference in the world!

We're NEC Software Solutions (part of global tech giant NEC Corporation). While you read this ad, our software is helping to dispatch ambulances, support families, keep trains on the move, locate missing people and even test the hearing of newborn babies.

Working with us, you'll be helping our 3,000+ employees push the boundaries of what's possible and support amazing public services.

We work with governments, hospitals, police forces, housing providers, local authorities and more. We help them pay financial support faster, speed up treatments for patients and respond to emergencies in the right way. The more we do, the more our customers can do for others. And together, we make a world of difference.

We'd love your help. And we'll support you all the way.

Discover more at

Job Description

Location: Wrexham, UK

Full time 37.5 hours a week

Service details:

NEC manage the Discretionary Assistance Fund (DAF) on behalf of our client the Welsh Government.

The DAF team award clients with cash, grants and white goods to individuals experiencing

financial hardship.

Our core function is to verify and resolve grant applications against set criteria

We help customers over the phone, online and by email.

The Role

We support delivery of Discretionary Welfare Fund (DAF) contract work via online, telephone and postal applications. Act as first point of contact for applicants and system administrator for the NEC system to allow applications to be input and processed.

Process emergency payments and individual assistance grant applications.

Managing and processing data in a fast-paced office environment.

Accurate data recording.

Liaise with applicants to process information into the DAF solution.

Undertake eligibility checks with the applicant, seeking information direct from the applicant, utilising additional sources for confirmation.

To fully understand the legislation and criteria involved in awarding emergency payments and individual assistance grants and process applications accordingly.

Comply with Processing Services Customer Charter when dealing with all incoming and outbound calls.

Work as part of the team in achieving targets set by the Service Manager.

Deal with incoming and outgoing correspondence relating to Local Welfare Provision either by telephone, email, or letter.

Deal with and respond to enquiries from clients, citizens, and internal colleagues in a positive and professional manner.

Act as a key deliverer of the DAF contract.

Qualifications

Additional Information

We are proud of the benefits we offer employees of NEC Software Solutions

Private Medical Cover funded by NEC for Employees (with the option to add family members at an additional cost)

25 days paid holiday with the option to buy/ sell

4 x basic salary life assurance cover funded by NEC (with the option to increase cover at an additional cost)

A Group Pension Plan with fantastic employer contributions up to a maximum of 8.5%

A fantastic selection of flexible benefits to suit your individual needs

We are an employer who cares, we have a invaluable employee assistance programme which can help in every area of your life

All colleagues get free access to LinkedIn Learning. Over 15000 courses covering a huge breadth of subjects. Learn about what you like, when you like, how you like.

Other Information

Candidates must be able to demonstrate a pre-existing right to work and travel within the UK. Documentary evidence will be required.

All offers are subject to satisfactory vetting and reference checks. A Disclosure Barring Service (DBS) check will be required and dependent on the role further checks may be required.

NEC is an equal opportunities employer, welcoming applications from all communities.

[Apply Now](#)

Cross References and Citations:

1. [Customer Service Advisor ArtjobsnearmeJobs WrexhamArtjobsnearme](#)
2. [Customer Service Advisor MoscowjobsJobs WrexhamMoscowjobs](#)

3. **Customer Service Advisor Madridjobs Jobs WrexhamMadridjobs ↗**
4. **Customer Service Advisor TraveljobsJobs WrexhamTraveljobs ↗**
5. **Customer Service Advisor Ukrainejobs Jobs WrexhamUkrainejobs ↗**
6. **Customer Service Advisor Radiologistjobs Jobs WrexhamRadiologistjobs ↗**
7. **Customer Service Advisor OsakajobsJobs WrexhamOsakajobs ↗**
8. **Customer Service Advisor Dairyjobs Jobs WrexhamDairyjobs ↗**
9. **Customer Service Advisor SearchaustralianjobsJobs Wrexham Searchaustralianjobs ↗**
10. **Customer Service Advisor FindwordpressjobsJobs WrexhamFindwordpressjobs ↗**
11. **Customer Service Advisor VancouverjobsJobs WrexhamVancouverjobs ↗**
12. **Customer Service Advisor Astronomyjobs Jobs WrexhamAstronomyjobs ↗**
13. **Customer Service Advisor TelecomjobsJobs WrexhamTelecomjobs ↗**
14. **Customer Service Advisor ArtjobsnearmeJobs WrexhamArtjobsnearme ↗**
15. **Customer Service Advisor BollywoodjobsJobs WrexhamBollywoodjobs ↗**
16. **Customer Service Advisor Viennajobs Jobs WrexhamViennajobs ↗**
17. **Customer Service Advisor DatascientistjobsJobs WrexhamDatascientistjobs ↗**
18. **Customer Service Advisor BuenosairesjobsJobs WrexhamBuenosairesjobs ↗**
19. **Customer service advisor Jobs Wrexham ↗**
20. **AMP Version of Customer service advisor ↗**
21. **Customer service advisor Wrexham Jobs ↗**
22. **Customer service advisor Jobs Wrexham ↗**
23. **Customer service advisor Job Search ↗**
24. **Customer service advisor Search ↗**
25. **Customer service advisor Find Jobs ↗**

Source: <https://uk.expertini.com/jobs/job/customer-service-advisor-wrexham-nec-software-solutio-5b821bd49a/>

Generated on: 2024-05-02 by [Expertini.Com](https://expertini.com)