

United Kingdom Jobs Expertini®

Customer Service Agent

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Company: OnBuy

Location: United Kingdom

Category: office-and-administrative-support

Who are OnBuy?

OnBuy are an online marketplace who are on a mission of being the best choice for every customer, everywhere.

We have recently been named one of the UK's fastest-growing tech companies in Deloitte's Technology Fast 50 for the third year in a row (as well as 'Fastest-Growing Tech Business in the South West').

All achievements we are very proud of, but we don't let that go to our head. We are all laser focused on our mission and understand the huge joint effort ahead of us needed to succeed.

Working at OnBuy:

We are a team of driven and motivated people who thrive when working at pace. To succeed at OnBuy you need to take charge and fully own your responsibilities, rolling your sleeves up when needed to 'get it done'. Working at OnBuy you are surrounded by so much opportunity, but you must possess the ability to stay focused and prioritise ruthlessly. Most importantly, you will thrive in an ever-changing environment as we are constantly evolving.

At OnBuy, you're not just a number or another cog in a machine. We are creating something really special, and you have the opportunity to affect meaningful change and have your voice heard.

We are a close team, who have the opportunity to learn and grow as OnBuy evolves. We work in a flexible way, meaning we can prioritise our health and relationships, but when we are working, we graft.

Job overview:

Are you a productive and experienced customer service professional with experience in high volume and fast paced environments?

At Onbuy, we are hiring additional team members to help us within our customer service team as we navigate through some large-scale operational changes.

You will be responsible for handling dispute management tickets within Zendesk to resolve issues efficiently and fairly between buyers and sellers on our platform.

At Onbuy we move fast and get things done, so experienced within a fast-paced environment and strong organisational skills are must!

Requirements

Dispute Resolution: Manage dispute tickets within Zendesk to resolve issues between buyers and sellers promptly and fairly.

Communication: Communicate effectively and professionally with both buyers and sellers to gather necessary information and facilitate resolution.

Investigation: Conduct thorough investigations into reported issues, gathering evidence and information from relevant parties to make informed decisions.

Problem Solving: Employ critical thinking and problem-solving skills to identify root causes of disputes and implement effective solutions.

Policy Adherence Ensure adherence to company policies and guidelines while resolving disputes, maintaining consistency and fairness in decision-making.

Documentation: Maintain accurate records of dispute cases, documenting all interactions, decisions, and resolutions within Zendesk.

Feedback Loop: Provide feedback to the relevant teams regarding recurring issues or areas for improvement in our platform or processes.

Customer Advocacy: Advocate for the best interests of both buyers and sellers, striving to achieve mutually beneficial resolutions whenever possible.

Conflict Management: Handle escalated disputes with professionalism and diplomacy, de-escalating tensions and finding constructive resolutions.

Collaboration: Collaborate with other teams, including Customer Support, Sales, and Product, to address underlying issues contributing to disputes and implement preventative measures

Benefits

The salary on offer for this role is up to £24,000 per annum, depending on experience.

In return for helping us to grow, we'll offer you company equity, meaning you own a piece of this business we are all working so hard to build.

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