

United Kingdom Jobs Expertini®

Customer Service Executive

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Company: Alamy

Location: Abingdon

Category: other-general

Customer Service Executive

Would you like to join Alamy as a Customer Service Executive where you can contribute value and benefit from exceptional training and development opportunities?

About us

We're Alamy, the world's most diverse stock photo library with over 210 million stock photos, and 360-degree photographs from individual photographers, picture agencies and archives across the globe.

Our fabulous modern office in Abingdon will be your base during training and beyond, but you will also have the possibility to work from home on a hybrid basis, upon completion of your training period. Please note that this role includes working evening shifts up to 11:00pm on a rota basis to cover our US markets as well as covering some public holidays.

About the role

This role is fixed term up to the end of 2024, with a completion bonus available.

You'll be the crucial first point of contact for our customers, and expect to engage via email,

online chats, and calls. You'll represent our contributor's content working with a wide range of customers negotiating a variety of license options for projects involving charitable organizations, creative advertising campaigns, and important editorial works as well as contributing to real-time news, sports, and entertainment events.

What you can expect day-to-day

Negotiating pricing quotes for licenses, applying a customer first mentality.

Updating client records in CRM and Salesforce.

Working with our Contributors and Content Team to manage release enquiries.

Supporting our customers with questions about pricing, downloading images, copyright, and image quality.

Issuing credit notes, invoices, and raise credit limits.

Who you are

You'll be highly organised, confident and motivated when interacting with customers. Prior customer service experience is a must, and you should possess excellent written and verbal communication skills. Your talent for making informed decisions and meeting deadlines is essential. Customer management systems, and proficiency in MS Office applications like Word and Excel is required and Salesforce is desirable.

What we can offer you

In return for your commitment, you'll join a determined team who work collaboratively to support one another and share knowledge. You will be able to increase your experience and will make a valuable contribution in the team.

You can expect a competitive salary with a completion bonus. We recognise your contribution to our continued success with an attractive benefits package which includes a company pension scheme and 25 days annual leave (pro-rata) in addition to public holidays. PA Media Group recognise the importance of a healthy work life balance and can offer hybrid working to help you to achieve this. There's also parking onsite at our Abingdon

office.

Training & Development ...

Alamy run a 2-week training plan, where you will be immersed into the world of stock photography. You will be shown how to navigate our customer service tools, as well as learn the industry language and how we apply this to our wide range of customers. From there, you will be able to hone your skills and hopefully develop further within the business.

Inclusion

We're working hard to ensure we provide an inclusive environment and as well as your skills and experience we're also focused on who you are and what else you can bring.

We recognise the importance of a healthy work life balance and positively encourage agile working.

We are always open to discuss an individual's flexible working needs so please speak to us during the recruitment process to understand what this could look like for you. Typically, our standard arrangement involves working from home for one or two days per week.

We will do everything we can to support you during your application, if you need us to make any adjustments to our recruitment process, speak to our recruitment team who will be happy to support you.

What happens next?

Every candidate will receive a reply on the status of your application and successful applicants will be invited to complete a one-way video interview, followed by an in-person interview at our office in Abingdon if successful to next stage.

REF-(Apply online only)

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