

United Kingdom Jobs Expertini®

Customer Service Specialist, LHH CTM & LD, UKI

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Company: LHH

Location: United Kingdom

Category: office-and-administrative-support

Description

Position at LHH (Global) Customer Service Specialist LHH are the market leaders in offering career support to individuals who have been made redundant by their employers. Our expert career coaches support our customers find new jobs, open their own business and even plan for retirement as a program offer. Each year we help over half a million job seekers find their ideal job role. Preferred locations include: Cardiff, Edinburgh, Glasgow, Leeds, Newcastle, Sheffield Reporting Relationships: Reports to the Engagement Team Manager UK Business Unit / Vertical: Business Unit: Delivery Business Vertical: Career Transition & Mobility Location: Remote with residence in UK Contract: Full time, remote, with residence in UK In this role you will overlook the following responsibilities As a Customer Service Specialist (also known as Customer Onboarding Specialist or Engagement Executive) at LHH, you will play a vital role in driving engagement and participation in our career transition programs. LHH is a leading global provider of career transition solutions, which is a offered career support to individuals who have been made redundant by their employers. You will be responsible for ensuring a positive experience for our program participants at the start of their journey with us. You will work with program participants, LHH consultants, and other stakeholders to ensure the successful delivery of our services.

Reaching out to career transition program participants via call and email to introduce them to the career transition process and activate their program on the system.

Engage with the individuals professionally, addressing their queries and providing relevant information about the career coaching program.

Encourage participation within the program, understanding the challenges they may face.

One call can last between 3-5 mins. During busy periods we expect you to make 15 calls per hour.

Here's what you'll need to succeed

Previous customer service or call center experience is essential

Excellent communication skills, both verbal and written, with a professional phone manner

Strong interpersonal skills, capable of building rapport and connecting with participants effectively

Empathy and understanding in supporting individuals through career transitions and talent development

Target driven mindset

Basic computer literacy and data entry skills

Ability to multitask, manage time effectively, and work in a fast-paced environment.

A positive and proactive attitude

Fluency in English is required

Valid work permit and residency in the UK

What we offer

Growth opportunities within a HR Solutions global leader

We prioritize learning to stay agile in an increasingly competitive business environment

We foster an open-minded environment where people spark new ideas and explore alternatives

Our benefits include:

Flexible working model

Private medical Insurance (PMI)

Group personal pension plan

Career support for family and friends

25 working days paid holiday with the opportunity to buy extra days off each year.

So much more!

Contract: Permanent Contract Type: Full Time Hours: 37.5 per week **Must have the right to work in the UK**

About LHH The world of work is ever-changing and unpredictable.

Organizations are constantly fighting a battle to find and maintain their competitive advantage: their talent. To succeed, they can't just rely on what works today, working tomorrow.

They need to be ready for next. LHH exists to help individuals, teams, and organizations find and prepare for what's next. With integrated, end-to-end solutions that include Advisory, Professional Recruitment, Career Transition, and Learning & Talent Development, we are

uniquely positioned to work together to make a positive impact on the future of every person we work with at every key career moment. LHH is at the forefront of change to build a bigger, bolder workforce. Every day is a new day to prepare for, and we're here to make sure

the future works for everyone. A division of the Adecco Group – the world's leading HR solutions provider – LHH's 8,000 colleagues and coaches work with 15,000 organizations in

over 60 countries around the world. We successfully help close to 500,000 candidates to enhance their careers every year. Our local expertise, global infrastructure, and industry-leading technology allow us to manage the complexity of critical workforce initiatives and

the challenges of transformation. It's why most of the Fortune Global 500 companies choose to work with us. This is LHH. Ready for Next. LHH is an Equal Opportunity Employer. For

additional information on our Diversity and Inclusion policy, please consult the following link:

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