

## Italian Speaking Customer Service Advisor – Financial Services

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Company: Sykes

Location: United Kingdom

Category: office-and-administrative-support

Vacancy title

Italian Speaking Customer Service Advisor – Financial Services

Ref

Function

Operations

Work Model

Work from Home

Location

UK | UK Remote, any Location, GB

Required language

Italian

Contract type

Permanent

Employment type

Full time

Closing date

05/05/

**About Foundever™**

**Foundever™ is a global leader in the customer experience (CX) industry. With , associates across the globe, we're the team behind the best experiences for of**

**the world's leading and digital-first brands. Our innovative CX solutions, technology and expertise are designed to support operational needs for our clients and deliver a seamless experience to customers in the moments that matter.**

### **Italian Speaking Customer Service Advisor – Financial Services**

#### **PURPOSE:**

To provide a professional outbound service to company points of contact to discuss product satisfaction, self-service application usage and to optimise expenditure on client product. In turn you will hand warm sales leads to the account.

The team currently operate 8am – 10pm **Monday to Sunday** , but please keep in mind business needs can change and in turn XXXXXXXXXXXX you will be required to work.

What we can offer you...

37.5 hours contract Mon-Sun 8am – 10pm

4 weeks training consisting of classroom style courses and side-by-side with an experienced Customer Service Representative

Perks: employee benefits scheme that works with the best UK retailers

Learning and Development courses

Career opportunities within the account

Within this team, we adhere to a secure area policy. If you feel you would like to be part of this team and you are ready to show your best talents, please apply for this role:

#### **RESPONSIBILITIES AND END RESULTS**

- 1 . Researching and reviewing company expenditure and usage of self-service tool known as MiVision.
- 2 . Working closely with the accounts Regional Sales Managers to discuss each individual client and how best to support them.
- 3 . Outbound calling to identify customer's needs and potential opportunities, passing

warm sales leads back to the account

- 4 . Providing general product information.
- 5 . Promoting the benefits of MiVision and the self-service options it can fulfil.
- 6 . Dealing with enquiries related to the client's product range, whilst providing a high standard of service.
- 7 . Working closely with the Corporate Cards team if follow up is required.
- 8 . To develop and maintain a full technical knowledge of client products and services.
- 9 . To deal with all correspondence as requested/required.
10. Diarising and logging of all calls accurately to ensure follow up calls are completed as and when needed.

### **Planning and Organising**

- 1 . Post holders will be expected to organise and schedule administration and call activities on a daily, weekly and recurring basis.

### **Decision Making**

- 1 . Post holders will have to advise customers of the most appropriate options/solution.
- 2 . Post holders will have to use their own initiative to decide if a problem/query should be escalated.

### **Supervision**

- 1 . Minimum supervision is required but is readily available.
- 2 . On a regular basis, calls are monitored to provide information relating to the individual's performance.

### **Communication**

- 1 . With customers of the client who work closely with and utilise their product.

- 2 . With Sales Managers and client contacts to discuss call outputs.
- 3 . With the team for advice and consultation.
- 4 . Supervisor to pass on information regarding a customer

## **EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED**

Fluent in English and Italian

Previous experience in customer service, preferably in the financial industry

Computer literate: Word-processing, Excel, internet and general systems usage

Ability to work under pressure, detail oriented and flexible

Strong interpersonal, communication and customer service skills

Initiative, ability to multitask and prioritise

Experience in cards business or an interest in financial matters highly valued, although not essential

Sense of urgency and responsibility required

Problem solving and conflict resolution

Effectively prioritise time & manage work to deadlines

Take ownership of issues and liaise with the client and internal Operations to resolve

Ability to work in a pressured environment and multi-task is essential

Must be proactive and prepared to investigate issues off own initiative with the minimum of information.

Excellent communication skills & ability to communicate at all levels Self-motivated and demonstrate high level of initiative

Display a high level of attention to detail

Subject to Disclosure Scotland and credit check

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