

## UK- General Property - Customer Service Advisor (Out of hours)

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Company: Crawford & Company

Location: United Kingdom

Category: office-and-administrative-support

### Salary and Benefits

£ competitive salary, 26 days holiday, including a day off for your Birthday, company pension, dental plan, exam support and career progression, employee assistance programme plus other excellent benefits you'd expect from a leading global organisation.

### Our opportunity

Our Property team are at the heart of our business: Managing property claims ranging from minor damage to major to catastrophic events. As a Customer Service Advisor, you'll be a part of our dedicated out of hours team handling and investigating any customer service complaints and escalations. Covering 35 hours over 7 days out of hour shifts, ideal for those who are looking for non-standard working hours.

### What you'll be doing

As a Customer Service Advisor, you'll be a key team member of our Property team in Glasgow. You'll be proactively managing a caseload of complaints, ensuring you record all specific details and diarise any further actions required.

Clear communication and a logical pragmatic approach will be key, as will a calm methodical approach in outing things back on track and ensuring first class customer satisfaction with our services.

### About you

We're looking for talent: Candidates that are keen in developing client servicing skills. Your background can range from any customer service experience; however we're just as interested to hear from you if you're looking for your first customer service office role.

Additionally, we'd like you to have

Excellent customer service, organisational and communication skills

Problem solving skills

Ability to work within a team

Good IT skills, particularly with excel, with a keen eye for detail

To understand what matters to the customer and to put this first – putting yourself in their shoes

Due to the nature of our work, this role is subject to a satisfactory DBS check

### **Equal Opportunities**

At Crawford & Company we are committed to creating an inclusive work environment. We don't just talk about diversity and inclusion; we aim to infuse it into everything we do – underpinning our strategy with three core elements:

**Consciousness**

**Capability**

**Culture**

We welcome applications from all candidates, no matter their background. So, what are you waiting for? Apply today, we're looking forward to your application.

**Need help finding the right job?**

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