

## CUSTOMER SERVICES AGENT

### KEY PURPOSE OF THE ROLE:

- To work within the Participant Experience Team administering customer queries through the campaign hotlines and email helpdesk facilities while engaging in participant interaction and adhering to all department processes
- To process all weekly supplier back-order reports according to deadlines
- Administer all Reward & Recognition campaigns, including order processing and monitoring of items ordered, and liaising with suppliers when necessary
- Administer the gift voucher and gift certificate despatch
- Surpass both internal and external customer expectations, ensuring that all fulfilment is completed within deadline and to an exceptional standard

### Principal Responsibilities:

- Provide quick and accurate fulfilment of gift vouchers and certificates on a daily basis
- Follow all relevant Company and Quality procedures as stipulated by ISO 9001 and GDPR
- To assist with other administrative work as deemed necessary by the Team Leaders
- Proactively respond to any requests from the Client Service seeking assistance
- To provide a key link with our participants and ensure we maintain high levels of customer service
- Maintain and update the databases according to the needs of the campaign
- Organise and contribute to the preparation of paperwork and correspondence relating to the campaigns

### Essential Experience & Skills:

#### Experience:

- Experience of customer servicing, telemarketing or client servicing
- Experience in a database operations environment
- Understanding of database functionality
- Agency experience desirable although not essential
- Basic level of commercial awareness
- Must be extremely flexible and available to work additional hours at peak times of the year to meet client deadlines

#### Skills:

- Excellent telephone manner
- Clear communication skills, both verbal and written
- Excellent attention to detail with strong sense of urgency
- A self-starter and 'closer' of projects with a willingness to ask questions and learn
- Proactive, positive outlook and 'can do' attitude with good relationship-building skills
- A problem solver who is driven to exceed participant expectations
- Good organisational skills
- Good troubleshooting and decision-making skills, used to working on own initiative
- Demonstrable knowledge of IT skills including Microsoft Access, Word, Excel and Outlook
- Mathematics and English qualification to GCSE Standard

On top of the great benefits, you'll also get to work as part of a supportive and driven team in a company where the culture is to work hard, share the rewards and celebrate as a family!

Send us your CV now to find out more!