

## Customer Service Representative

We are looking for a customer-oriented service representative based at our Camberley office in Surrey. This person will act as a liaison, provide product/services information, and resolve any emerging problems that our clients might face with accuracy and efficiency. Hours will be Mon-Fri 37.5 hours per week and salary of £22k pa.

The target is to ensure excellent service standards and maintain high customer satisfaction.

### Responsibilities

- Manage incoming emails and telephone calls as part of the team
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer issues and record on CRM
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers

### Requirements

- Minimum experience of 12 months in similar / related role
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems would be an advantage, but not essential as full training will be given
- Familiarity with MS Office is essential
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritise, and manage time effectively
- Remain calm and professional under all circumstances