**Customer Support Representative**

Company : RoamingExpert.com Ltd

Location: Preston PR5 – Office based

Full-Time, Permanent

Schedule: Monday to Friday, 9.00 am – 5.30 pm

Salary: Up to £22,500 dependent on experience.

**Who are RoamingExpert?**

At RoamingExpert we specialise in lowering mobile roaming charges for UK businesses with a global footprint. We work in partnership with all major networks to build bespoke tariffs for our customers based on their travel requirements rather than offering a standard package.

We pride ourselves on offering exceptional customer service. This is key to us building and maintaining relationships with our customers, which has always been the backbone of our business ethos.

We have an exciting opportunity for a hardworking, forward-thinking individual to join our busy customer service team and represent our company as it continues to grow and evolve in this fast-paced ever changing industry.

**The main responsibilities include:**

* Professionally handle incoming email and telephone requests from customers and ensure that issues are resolved both promptly and thoroughly.
* Provide quality service and support in a variety of areas including, but not limited to provisioning, troubleshooting, basic technical and fault support.
* Handle issues in the best interest of both the customer and the company.
* Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience.
* The customer service representative will receive, document, and resolve customer complaints.
* Stay up to date on new products, services, and policies.
* Collect and report customer feedback to ensure that best practice is recognised and maintained
* Navigating around our systems and ensuring all details entered are accurate.
* Additional ad hoc duties as and when required

**What will you bring?**

* You’ll bring your passion for customer service and working as part of a team.
* You’ll be honest, loyal, committed, hardworking and have a positive attitude towards your work.
* You’ll be inquisitive by nature and have a keen eye for resolving issues.
* You’ll use excellent communication skills to get the best from a situation.
* You’ll love learning and take every opportunity to have feedback and use it to improve.
* You’ll be organised and able to manage your own time and workload.
* You’ll be comfortable using a PC (basic knowledge of Excel is essential) and speaking over the phone.
* You’ll be polite, well presented and have a positive attitude towards change and a desire to grow to be the best you can be.

**Required education**

* Secondary education: Minimum of 5 GCSEs or equivalent

**Required experience:**

* Customer Service: 1 year (preferred)
* Previous experience in the telecoms business is preferred but not essential. Full training will be provided.

**Benefits:**

* Casual dress
* Company pension
* On-site parking
* Company Social Events
* On-site gym access
* Ability to earn commission through company referral scheme
* Additional holidays for length of service
* Profit related bonus

**Equal Opportunities**

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees. During the application process, you'll be asked to share your personal characteristics and data with us. This helps us understand our audience so we can make sure we are doing everything we can to attract a diverse range of people and ensure our recruitment processes are fair and inclusive.