**Customer Support Representative.**

**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, and driven 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.

**Position Overview:**

As a Customer Service Advisor at RoamingExpert, you will be at the forefront of our commitment to outstanding customer service. You will play a crucial role in building and maintaining positive relationships with our valued customers, ensuring their needs are met and their inquiries are resolved promptly and effectively.

**Main responsibilities include:**

* Professionally handle incoming email and telephone requests from customers and ensure that issues are resolved both promptly and thoroughly.
* Proactively identify and anticipate customer needs, offering relevant solutions and assistance.
* Provide quality service and support in a variety of areas including, but not limited to provisioning, troubleshooting, basic technical and fault support.
* Maintain a high level of punctuality and adhere to established schedules to ensure efficient customer support coverage.
* 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.
* Handle customer complaints and concerns with professionalism, aiming to find amicable solutions and turning challenging situations into opportunities for customer loyalty.
* 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.
* Dedication to punctuality and reliability.
* Exceptional problem-solving abilities and a proactive mindset.
* Excellent time management and punctuality skills.
* 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.

**Job Type:** Full-Time, Permanent

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

**Location:** Preston – Office based.

**Schedule:**

* Monday to Friday – 9.00 am – 5.30 pm.

**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.

**Preferred Qualifications:**

* Experience using customer service software and CRM systems.
* Previous experience in a fast-paced customer service environment.

**Benefits:**

* Casual dress
* Company pension
* On-site parking
* Company Social Events
* On-site gym access
* Ability to earn commission through a 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.