



VeriCall Limited Job Specification

Salary

Hourly rate is £10.08

Job title

Customer Champion

Employment Type

Casual - flexible hours

Department

Contact Centre Operations

Contracted Hours

Up to 35 hours per week

Job Purpose

Are you looking for a flexible job that allows you to work on the days and times that suit you? We offer flexible hours, 1-40 hours per week, On-site training. Successful candidates will be the first considered for permanent employment contracts when required. As a Customer Champion you will be responsible for taking care of our client's customers. You will be an excellent communicator, who puts the customer first in everything you do. By taking ownership of customer accounts you will provide effective solutions, and positive customer experiences, that drive customer satisfaction and loyalty.

Main Duties & Responsibilities

As the first point of contact in response to customer queries you will be entering a world of variety, not only on a daily basis but as each call raises a different query you will be immersed in helping their members overcome what can be confusing, difficult or challenging times. This means that they do not work scripted, you will need to be able to show empathy and have a calm, natural yet professional communication style; explaining complex issues in a clear and engaging way. Handle customer enquiries by phone, email and social media

- Manage and resolve customer complaints
- Provide customers with product and service information
- Enter new customer information into system
- Update existing customer information
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary

Hourly rate:

Hourly rate is £10.08 (including 12% in lieu of holiday pay)

To apply for this job please email us on jobs@vericallsolutions.net with your cv and covering mail.
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