

We're recruiting for Customer Service Advisors **to earn £12.21 an hour**. Once established in the role, annual earnings of in excess of £30K.

Customer Service Advisor benefits:

- Flexible working
- Lots of holiday
- Competitive salary
- Private healthcare insurance for those who have been with the company for 12 months
- Remote working options
- Ability to earn bonuses
- Career growth opportunities
- Event ticket giveaways
- Great staff parties
- Employee discounts, including for gyms, restaurants and cinemas
- Staff app to track hours, enter competitions, get mental health support, and more

Customer Service Advisor role:

- Undertake training to answer telephone enquiries, using your own judgement to assist the customer with their enquiry. Deal only with callers within your own limits of knowledge and understanding and in accordance with the Company's procedures manual.
- Exercise own judgement, based on knowledge and experience, when reviewing proposals, acting within own limits of authority and referring to your Trainer where appropriate.
- Make records of all conversations with customers and/or insurers, or other relevant business contacts, on our computer system and in accordance with the Company's procedures manual.
- Make follow on diary notes on our computer system where applicable in accordance with the Company's Procedures Manual.
- Ensure that Company systems and compliance are followed at all times, in accordance with Company's own Procedures Manual.
- Follow the Company's complaints procedure if the customer wishes to make a complaint.

- Draw customer's attention to all information pertinent to clients insurances, including unusual conditions etc.
- Take credit card payments and start/renew policies at the customer's request and in accordance with the Company's Procedures Manual.

Customer Service Advisor pay:

Within the first 12 months, you could realistically increase your starting salary by £5,000 with bonuses and overtime payments.

Once established in the role, annual earnings of in excess of £30K are realistically achievable with salary, bonuses and voluntary paid overtime.

Bonuses: up to £350 per month subject to performance

£12.21 per hour.

Customer Service Advisor Check list:

Office based option:

Have you had 6-months work experience in the past 3 years – Yes/No

Have you had experience in the following sectors,

- Contact centre work
- Fast Food
- Hospitality
- Sales

**** Supermarket retail is not considered, however shop work such as clothing/tech can be considered where there is an element of selling****

Do you have good computer skills Yes/No

If being considered for work from home or hybrid option

Have you previously worked from home for at least 6 months Yes/No ****WFH/Hybrid****

Do you have a suitable work-station at home Yes/No

All candidates **MUST** meet the above criteria and be willing to send a photo of their work station if WFH option is chosen.