

Job Opportunity

CUSTOMER EXPERT

The role of Customer Expert is responsible for providing high quality customer service to global media companies. You will handle inbound and outbound customer contacts, answering questions and resolving complaints. You will also process orders via all contact methods and work within a client focused hub handling customer contacts via email, live chat, and social channels.

The successful candidate will be fully trained in all systems you need to use and given in-depth knowledge of the products and services being offered.

You will work in a continuous improvement environment with direct line support and QC reviews as part of your personal development

As a team player within a busy customer service department, you will be expected to:

- Move between voice calls and email as necessary
- Switch between inbound and outbound work as necessary
- Work with local and remote team members
- Meet defined productivity targets
- Meet quality standards
- Maintain a high level of knowledge across different products and systems
- Cross sell products and retain customers
- Undertake any other tasks, associated with Customer Operations, that your line manager may reasonably ask you to

Additional responsibilities of a **Customer Expert**

- Support the Hub Leader in managing the day-to-day tasks and service levels within their team deputising when required
- Deal with and resolve or escalate queries from internal and external third parties where appropriate
- Develop and maintain positive working relationships with all internal departments in ABS
- Support Customer Agents and mentor new starters

PERSON SPECIFICATION:

Key Skills

- Proven excellent communication skills – both verbal and written
- Good knowledge of ABS systems
- Proven team player
- Good time management and ability to multi-task
- Ability to work to targets and under pressure

Knowledge and Experience

- Good general level of education preferred
- Some office experience preferred but not essential
- Excellent verbal and written communication skills
- Fast and accurate keyboard skills
- Ability to cope with pressure

- Responsible and motivated to achieve highest standards
- Motivated by targets

Personal Attributes and Qualifications

- Organised
- Self-motivated
- Team orientated
- A good secondary education is desirable with a minimum of O level/GCSE Grade C or above in English and Maths

Normal week is 37.5 hours and normal working hours are 08.30 to 17.00 with 1 hour for lunch or 09.00 to 17.00 with 30 minutes for lunch

This an office-based position located at Air Business Subscriptions in Haywards Heath, West Sussex.

Please forward your CV and a covering letter to: cv@airbusiness.com quoting job number QAB522. If you would like to have an informal chat about this role or if you have any questions, please contact Debbie Agyei, Emma Scott or Elaine Donat.

Closing date for applications: Friday, 12th August 2022