

Customer Experience Advisor

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

The Customer Experience team are responsible for the customer lifecycle, from onboarding through to retentions. The Team ensure that all our customers receive outstanding customer service.

You will be responsible for delivering a consistent exceptional experience to our customers. This includes post order onboarding, installation and go-live support, first line technical support, fault and failure management, billing and account queries along with customer retention.

Your success is important to us, and we will provide you with full training from day one with ongoing coaching and mentoring.

You are ambitious with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. Some of the key skills you will possess are:

- Proven experience in the delivery of high-quality customer service and incident management
- A disciplined approach to problem solving
- Ability to handle difficult customers and be resilient throughout
- Technically competent in various software programmes, including MS Word, Excel, SharePoint. Ideally some Salesforce experience would be beneficial.
- Outstanding verbal and written communication skills with demonstrated ability to liaise and deal with people at all levels, both internal and external to the business
- Excellent negotiation skills and conflict resolution skills
- Highly organised with the ability to manage a fluid workload which requires frequent prioritisation

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, Study Support, Income Protection, Life Assurance, Pension and 25 days holiday (plus bank holidays).

When you apply for this role, please access the full job description in the account registration area.