

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 Advisor role is responsible for delivering an exceptional customer service to Gigaclear customers over many platforms. Working alongside the Customer Experience management team to develop a premium service experience at each customer touch point.

The main purpose of the role is to handle customer queries relating to the customer installation and activation process, first line technical support, billing and account queries, and customer retention.

Gigaclear is a fast-growing business and the Customer Experience advisors will be required to adapt to changes, as the business continues to evolve.

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
- Knowledge of Microsoft Office 365, in particular; Outlook, Excel, Word
- Strong interpersonal skills allowing effective communication with internal and external stakeholders at all levels
- Exceptional verbal and written communication skills
- Methodical approach to problem solving
- Excellent organisational skills
- Self-motivated and able to understand task on own initiative
- A strong and confident communicator with the ability to negotiate

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, uncapped commission, car allowance, flexible working conditions, study support, Income Protection, Life Assurance, a generous contributory pension scheme and 25 days holiday (plus bank holidays) with the option to purchase additional holidays.

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