

Customer Relations Advisor - Top 3 Managed Cloud Computing Company Glasgow

Vacancy Title

Customer Service Advisor - Top 3 Managed Cloud Computing Company

Salary

£15,500 – 18,000 DOE per annum DOE

iomart

Easyspace Limited, one of the iomart Group of companies, was founded in July 1997 and from humble beginnings, we have grown to be one of the largest group hosting companies in the UK. Our direction and mission is simple - to offer our customers competitive prices, the best service, uptime and reliability available.

Description

The role of Customer Relations Advisor requires a passionate individual who can deliver a high level of customer service. We are looking for a brand ambassador for Easyspace who will bring a warm and friendly approach and go that extra mile to exceed customer expectations.

Responsibilities

- You will be responsible for maintaining and building customer relationships, ensuring customers new and existing are satisfied with the service provided
- You will have excellent Customer Service experience in answering inbound customer queries be it a phone call, a helpdesk ticket or a complaint.
- You will have a professional approach with a friendly, outgoing personality
- You will be passionate about customer care and possess a real interest in technology

Essential Skills

Our ideal candidate will have the following skills and experience:

- Excellent customer care and people skills
- Excellent interpersonal, written and verbal communication skills
- A minimum of 1 years' complaint handling experience in a customer service environment
- Enthusiasm for problem solving and fault resolution
- Good objection handling skills
- Good planning and organisational skills
- You will have a 'yes I can' attitude at all times

What do we offer in return?

- We'll treat you to lunch once a month
- ½ Day off on your Birthday
- Long service benefits
- Breakfast on us every day, including a hot roll on Fridays
- Snacks, drinks and fruit all day, everyday
- Pension
- Free onsite car parking
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

Training & Development

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through our online training portal and Management and Leadership Development Programme.

We look forward to hearing from you