

## Customer Care Advisor – Glasgow

### Salary

£16,000 – £18,000 per annum DOE

### The Company

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 400 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

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.

Easyspace limited is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

### Role Description

The role of Customer Care 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. We work in a highly responsive industry where customer feedback is key to driving improvements, as part of our customer care team you will be responsible for reaching out to our new and existing customers to gather their feedback and word to provide new products and solutions to meet their needs.

### Primary Role and 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 proactively gather and collate customer feedback to drive ongoing improvements and seek to deliver new and improved services to meet customer needs
- You will be passionate about customer care and possess a real interest in technology
- You will be responsible for resolving any product or service problems by clarifying the customer's complaint, investigating the cause, selecting and explaining the best solution for the customer, expediting any work that needs done and following up to assure a satisfactory resolution for the customer

### Knowledge, 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
- Excellent attention to detail
- Excellent team player
- Enthusiasm for problem solving and fault resolution
- Good objection handling skills
- Good planning and organisational skills
- Positive and upbeat attitude

### **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 (excellent public transport links for non-drivers)
- Sharesave and childcare voucher schemes

### **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.