

# Customer Service Adviser

- Hemel Hempstead
- Full time

## Working Hours

- 37.5 per week.
- Monday to Friday between 7am – 6pm on a rotating shift basis
- Must come from a strong customer service background.

A long-established business specialising in providing temporary workers and vehicle hire nationwide with ambitious plans to grow their business is looking to recruit a passionate and enthusiastic customer service adviser/supervisor to join their team based in the Maylands Business park in Hemel Hempstead.

This is a diverse and exciting role, where the successful candidate will provide excellent customer service to blue chip clients on all interactions with the company from making enquiries about their service, through to ensuring that the hires are completed to the satisfaction of their clients. Candidates will also get an opportunity to control the workflow coming into the team.

A varied role that would suit an ambitious/flexible candidate, duties include taking inbound and making outbound calls, ensuring that correct procedures are followed for each customer, carrying out administrative tasks, handling complaints as appropriate and dealing with any other customer enquiries.

Successful candidates must have

- Excellent listening skills and be a clear communicator, both written and verbal.
- The ability to express your opinions, information and key points of an argument clearly.
- Computer literate with the ability to talk, think and type at the same time
- Strong numerical skills and analytical skills
- Ability to work with detail and complete all tasks to a high standard.

You will be

- Passionate about customer service
- Calm under pressure
- Team player
- Professional
- Approachable and personable

We are looking for applicants who enjoy working in a busy fast paced environment, a positive attitude, a strong work ethic and a passion for excellence. In return, you will become part of a team that will nurture your personal development in a fun and dynamic environment.

- Starting salary of £25000 per annum.

- Private Health Insurance
- Life Cover 3x salary
- Pension
- Access to a range of other benefits.
- Opportunities for development
- Modern office building with a staff restaurant on site
- Free parking

*PLEASE NOTE THERE IS LITTLE RELIABLE PUBLIC TRANSPORT TO THE MAYLANDS INDUSTRIAL ESTATE SO CANDIDATES MUST HAVE THEIR OWN TRANSPORT OR LIVE WITHIN WALKING DISTANCE.*

**If this sounds of interest to you then please apply by**