

CUSTOMER SERVICE ADVISOR

Location: Solihull, Hampton-in-Arden - Competitive Salary

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PMGC is the UK's leading independent Mobility, Fixed and ICT Managed Service provider providing innovative Communications and IT solutions that increases efficiency and staff productivity. We empower businesses nationwide to reach the next level of success and growth.

The Role:

A great opportunity has arisen to join our Customer Support Team, based at our head office in Hampton-in-Arden. Working as part of a team to assist in providing a first class customer support service by ensuring that problems and queries are resolved in a timely and efficient manner. You will be raising tickets on receipt of calls/emails and updating CRM systems accurately with all relevant information, as well as owning the query/issue through from start to finish. Providing regular updates to the Customer will be key to a positive experience, therefore a confidence in liaising with Customers, Network Providers and other internal departments is necessary.

Required Skills/Experience:

- A minimum of 2 years' experience in an office based customer service role is required
- Experience within the telecommunications industry is desirable but not essential
- Significant IT skills required with an ability to adapt to new IT Systems
- Organised with excellent communications skills, both written and verbal
- Excellent listening skills with an ability to converse at all levels
- Problem solving skills essential
- Ability to manage time efficiently to meet call handle time and work to set Operational and Service Level Agreements (SLA's)
- Adaptable to change
- Accuracy and a strong attention for detail

Interested?

If you are interested in this position, please send your CV over to mycareer@pmgroupuk.com