

Job Description: Customer Service Officer

Permanent

Full Time

Location: Sale, Manchester

Salary: £18K - £24K

Reports to: Customer Service Manager

Overview

Training Qualifications UK is the fastest-growing Awarding Organisation in the UK, and a market leading End-Point Assessment Organisation. We work with over 500 schools, colleges, universities, and training providers across the world to provide qualification certificates, endorsements and apprenticeships to over 150,000 learners.

What's the secret to our success? Simply put, we do things differently here!

Customer intimacy is at the heart of what we do, understanding the wants and needs of our customers and providing a personalised customer experience that maximises our innovative technology and products. We are looking for like-minded, forward thinking, customer service superstars to join our busy, fun-loving team.

Key responsibilities

- Providing an unforgettable, customer service experience in every single interaction with customers across e-mail, online chat, social media and telephone
- Understanding the wants and needs of customers to provide a tailored and personal experience that is focused on developing personal relationships
- Answering basic to intermediate enquiries as "triage" customer service, and escalating more complex enquiries to department specialists
- Managing a customer service ticketing system to co-ordinate timely response and resolution with other departments

- Providing customer service to prospective centres, who need support in completing centre recognition and on-boarding, and demonstrating our key systems to customers
- Accurately recording notes of customer phone calls and intelligence in the CRM system
- Meeting service and customer satisfaction KPIs across multiple customer contact channels
- Handling and escalating customer complaints

Key requirements

- Have excellent verbal and written communication skills across multiple channels
- Have good attention to detail, in particular with spelling and grammar
- Have outstanding organisational and time management skills
- Be prepared to work in a regulated environment

Key characteristics

Here are just a few of the essential soft skills you will need to successfully join our team

- Be able to model our core Company behaviours of Courtesy, Putting the Team First and Willingness to Learn
- To really care about our customers and go the extra mile to deliver the best service
- Be confident and ambitious with a “can do, will do” attitude
- Be passionate about education and the opportunities that it brings

Key benefits

- 25 days holiday per annum
- Additional day off for your birthday
- Annual loyalty bonus - £100 for each year of service (uncapped)
- Cycle to work scheme
- Christmas and summer parties
- Monthly dress-down Friday for charity
- Bi-weekly “clubs” for arts and crafts, food and drink and quizzes
- Training, qualifications, and apprenticeships. It’s what we do!
- Free on-site parking
- 8-minute walk to tram stop and 23-minute journey to Manchester City Centre via the Purple Line