

Customer Service Advisor

Aircoach

- Belfast / Northern Ireland
- £10.00 per hour + Enhanced Rest Day Rate
- Permanent full-time

Do you have a strong passion for helping people? Are you pro-active, with a can-do attitude, and sound approach to problem solving?

Do you have excellent written and verbal communication skills? If yes, then this Customer Service Advisor role could be for you!

Working in our fast paced, high volume Contact Centre, you will be passionate about customer service, and will be the first point of contact for our customers. You will interact with a wide variety of people every day, dealing with customer queries and complaints via telephone, through the contact us page on our website, and by email. You will be responsible for ensuring a high level of customer service is always delivered, and that customer queries and complaints are responded to in a timely manner. You will take ownership of the queries, ensuring first time resolution is achieved wherever possible. You will also be responsible for up-dating system records and working to Key Performance Indicators (KPI's) to support the achievement of Customer Service Levels.

What will you be doing?

- Taking inbound calls to assist customers with a number of different travel queries
- Provide accurate and timely written responses to customers web forms and email travel queries
- Providing information to Supervisors/Managers and Depot personnel regarding customer travel queries and complaints
- Complaint handling including resolving, logging and tracking of complaints as well as escalating to the appropriate teams where necessary
- Providing customer refunds and good will gestures
- Multitasking on computer-based programmes, recording case notes accurately, using various systems to find specific information
- Dealing with all calls and online queries with speed, certainty and empathy
- Working outdoors on occasions co coordinating passengers and coaches

Experience

Essential

- A minimum of 6 months previous experience within a customer facing role
- Previous experience of working in a high-volume, fast paced, customer focused, Contact Centre or similar

- Proven experience of taking high volume inbound customer phone calls including complaints
- Proven experience of delivering high quality written responses to complex queries and complaints

Desirable

- Experience of working in a complaints role
- Experience of working in a high volume, fast paced, customer focused contact centre – or similar (Taking inbound calls and written responses)

Skills & Attributes

- Excellent listening skills
- Polite and clear verbal communication skills – Customer Service Focus
- Good written communication skills
- Good IT and Computer skills (proficient in all Microsoft Products)
- Resilience and motivation – work well under pressure in a fast-paced contact centre
- Ability to work to targets and tight deadlines

About Us

You will be working within a Contact Centre, in our Belfast office which is open 7 days a week 364 Days a Year. You will be part of a team that reports to a direct line Supervisor and Manager. Shifts vary from Monday to Sunday inclusive of Bank Holidays.

Starting Rate is £10.00 and Enhanced Rate for Rest Day Working.

Aircoach and First Northern Ireland are a growing business that is passionate about delivering high-quality, efficient and customer centric services.

Interested? Why Wait! Apply with your CV today at recruitment@aircoach.ie

Skills:

Communicating with Customers Deliver Correspondence Contact customers
Complaint Handling good listening skills Computer Skills Communication (written and verbal)

Benefits:

28 Days Annual Leave Company pension Free bus travel for you and your family
High Street discounts £6.00 All-day train travel on GWR, SWR Firstbus University Learning