

Customer Services Administrator

We currently have a permanent position available within the Customer Services Contact Centre Team in RL360°.

As a member of our team, this role requires the successful applicant to deliver superior customer service to future and existing customers and brokers who contact our call centre. This role requires excellent written and verbal communication, proven customer service skills and the demonstrated ability to work well within a very busy team environment.

The main duties for the role holder will include:

- Handling incoming and outgoing telephone calls.
- Acting as the first point of contact, first touch resolution, dealing professionally and effectively with requests, answering queries and taking responsibility for processing each enquiry through to a satisfactory conclusion.
- Providing customers and brokers with product and servicing information both verbally and written, with high attention to detail and accuracy.

Typical Knowledge and Experience:

To ensure that this role is carried out to the desired level, the successful candidate should have the following skills and experience:

- A minimum of 2 years' experience within a financial service environment
- Good educational background
- Excellent verbal and written communication skills
- Ability to deliver accuracy and quality performance
- Strong interpersonal skills
- Professional, conscientious approach to work
- Customer focused
- Call centre experience would be advantageous
- Professional telephone etiquette
- Excellent organisational skills
- Have a can do attitude and enjoy dealing with customer queries

If you would like to apply for this position, please send your CV, together with a covering letter to karen.wilson@rl360.com.

Closing date for applications is 4 January 2019.