

CUSTOMER SUPPORT ADVISER

CHELTENHAM

FULL TIME, PERMANENT

At iPipeline, we pride ourselves on our culture. We believe in an enthusiastic atmosphere, encourage innovation, depend on creativity, and strive for success. We value our employees and understand that our continued success as a company relies heavily on the success of every individual. Our employees describe iPipeline offices as fun, energetic, 'can do', professional environments.

We empower our people and provide them with the opportunity to pursue personal growth and career aspirations. We work hard and play hard. We celebrate success.

As the market leader in our industry, we deliver ground-breaking and award-winning technology to the financial services industry. Working at iPipeline allows you to play a huge part in making it easier for our customers to protect and secure the financial futures of consumers' families.

Find out more at www.ipipeline.com/uk/



YOU CAN ENJOY:

- Innovative, inclusive and focused environment
- Flexible working
- Work/life balance
- New, contemporary, open-plan office space
- Company matched pension benefits
- Generous Life and Critical Illness Cover
- Perkbox membership (discounts and freebies)
- Competitive holiday allowance
- Well stocked kitchen of free soft drinks, tea, coffee and fruit
- An annual wellness allowance to keep you happy and healthy

COME AND JOIN OUR CUSTOMER SERVICES TEAM

Do you enjoy working within a team, enjoy the buzz of being busy, like having a varied day, and consider yourself to be an enthusiastic and inquisitive individual? Then come and join us. We are a hard-working team who are passionate about what we do, our aim is ensure all our help and support to our customers a positive and valued experience.

PURPOSE OF THE ROLE:

- First point of contact for all telephone, email, and live chat user enquiries, investigating, analysing, and resolving any difficulties, ensuring excellent customer service and a positive image of the company are presented.
- Recording all call details accurately in our customer database, detailing both issue and resolution in a clear and consistent manner.
- Ensuring any issues that cannot be resolved are recorded and escalated appropriately in a timely manner to the appropriate area of the company and working with other teams to manage through to a satisfactory resolution, maintaining ownership of the resolution and customer contact.
- Contributing as part of team to look for ways improvement of processes within the team and ensuring these processes are effectively documented.
- Maintain an effective working relationship with other team members and departments

WE ARE LOOKING FOR PEOPLE WHO:

- Have a clear, professional, and informative communication style
- Good at asking questions and like to problem solve
- Demonstrable customer service and be a customer champion
- Adapt quickly to changing priorities and customer needs
- Are self-motivated and eager to learn and develop
- Ability to work well within a busy desk and be good at managing your time well
- Looking to forge a career and develop

DESIRED SKILLS AND KNOWLEDGE:

- Customer service background or experience
- A good understanding of internet browsers and basic features is an advantage but not essential
- Understanding or experience within the Insurance market, again not essential.

QUALIFICATIONS REQUIRED:

- Good standard of education demonstrated by GCSE (or equivalent) passes, English & Maths A-C

PERSONAL QUALITIES:

- Self-motivated
- Inquisitive
- Excellent time management and the ability to prioritise multiple tasks simultaneously
- Friendly, professional and likes to be part of a team
- Diplomatic
- Resilient
- Capacity and willingness to learn and develop