

# Customer Service Advisor – Carlisle

## Introduction:

Providing our customers with an exceptional service is key to our business and we are now looking for a Customer Services Advisor who is passionate about the interests of our customers and will act as a customer champion within Grain.

## About Us:

Grain is a new and exciting brand that is installing its own network, capable of delivering the UKs fastest communications networks to residential developments over the entire UK. Our advanced true fibre network delivers 1000Mb broadband 28x faster than the UK average before the customer moves in. The UK sits way behind the rest of the world when it comes to rolling out full fibre to the premise networks that are both quicker and more reliable. This is even more important in a time when working from home and home schooling are so important to everyday life. We are implementing marketing strategies to attract customers and then ensure those customers stay with us through organised communication after the onboarding process.

## The Role:

This role will involve providing an outstanding, proactive service to our customers, no matter what stage they are at in their journey with us. You will be joining us at a very exciting time – we have several large contracts under our belt already and we are growing rapidly, the key now is to ensure we are always delivering the best possible service.

## Role Responsibilities:

- Handle incoming telephone calls coming into the Customer Experience team and dealing with a range of general enquiries.
- Responding to customer emails.
- Logging support requests in a timely manner
- General administrative duties using Outlook, word, Excel and specialist software packages.

## Skills/Experience required:

- A telephone manner that is confident, professional, polite, friendly and positive.
- An understanding and an interest in IT and telecommunication products and services, would be beneficial.
- To be a team player and be willing and able to support others when needed.
- Experience in customer services or retail or hospitality would be an advantage.
- To be able to empathise and handle situations in a calm and reassuring manner.

## Working Hours

- Monday – Friday, 9am – 5pm
- 37.5 hours per week
- You will also need to be flexible to work at least 2 Saturday mornings per month on a rota basis, you will receive time back in lieu for these hours

## Excellent Employee Benefits

- Salary up to £17,400 per annum, dependent on experience
- 25 days annual leave + bank holidays
- Up to 7% pension contribution
- 4 times salary life insurance cover
- Employee Incentive Scheme
- Bike to Work

## What's Next?

If you think this is you, please send a cover letter along with your CV telling us what inspires you about the role and why you think you are perfect for the team – we hugely value honesty, so be you and write in your own voice. Email your CV and Cover Letter to [Recruitment@grainconnect.com](mailto:Recruitment@grainconnect.com).