

Job Description

Job Title: Customer Care Assistant

Location: Office based

Department: Operations

Position Reports To: Head of Customer Care

Company Overview

Gigaclear is a fast-growing, game changing fibre provider making a significant difference to the broadband landscape in rural England, fast-making broadband the fourth utility. We have grown from 30 to 200+ employees over the last 2 years and we have plans to double in size again in the next 12-18 months. We are a transparent bunch where initiative and hard-work is rewarded with development and progression opportunities.

Key Responsibilities

- responsible for providing full and first class Customer Service at all times.
- responsible for, but not limited to, providing support to customers in the processes of signing up, installation, activation, trouble shooting and fault fixing.
- Reviewing online support cases, analysing the issues raised, establishing the likely cause and responding to the customer with the solution within the service levels agreed at the time.
- Administering the escalation process to ensure that cases forwarded to others for action are traced and measured and that the customer is kept informed of timescales and progress.
- Escalating further cases that fall outside the agreed service levels at any time.
- Answering incoming calls in an appropriate manner, forwarding them to the appropriate person to taking clear accurate and comprehensive messages and forwarding them to the appropriate person.
- Maintaining both the internal and external knowledge bases to ensure that they are clear, concise and up to date.
- Assisting marketing in ensuring that the customer and service databases are clean, up to date and accurate.

Knowledge & Skills

- Proven experience in the delivery of high quality Customer Service.
- Effective team member with experience in developing and documenting customer support processes.
- A disciplined approach to problem solving – takes ownership of customer issues and ensures quality processes are maintained.

- Creative and 'improvement led' – able to 'think outside the box' to identify and suggest process improvement changes to improve installation efficiency and the customer experience.
- Effective at external and internal stakeholder management.
- A calm, measured and articulate approach to problem solving and Customer Care.
- Technically competent with various software programs, such as Word, Excel, PowerPoint and Salesforce.
- Personally Effective:
 - o Excellent organisational skills, ability to prioritise and delegate.
 - o Ability to seek out, manage and influence opportunities for continuous improvement and change.
 - o Ability to ensure that the highest standards of quality and support are achieved.
 - o Time management and efficiency.
 - o Self-motivated and able to understand tasks on own initiative.
- Good verbal and written communication skills with demonstrated ability to liaise and deal with people at all levels both internal and external to the business.
- Highly organised individual with the ability to work under pressure, assimilating information quickly and acting decisively in an environment of changing priorities.
- Skills to effectively prioritize and execute tasks in a high-pressure environment is crucial.
- Robust administrative experience supported with accurate data entry skills.
- Able to perform pre-established trouble shooting analysis and understand the results.
- Broadband aware, how we provide it and how it is used by customers of varying types and with varied devices.

Experience & Qualifications

- Degree Level desirable with excellent verbal, written and numerical skills.
- +3 years proven experience in Customer Service in a fast paced Customer centric environment.