

Job description

Job Title: Customer Experience Advisor **Location:** Abingdon, Head Office

Department: Customer Experience **Position Reports To:** Customer Experience Manager

Company Overview

Gigaclear is a fast growing, game changing builder and provider of pure fibre broadband services to residential customers and businesses in England. We have an ambition to make a significant difference to the broadband landscape in rural England and improve our customers lives through the provision of world class broadband services.

The Customer Experience team are responsible for the customer lifecycle, from onboarding through to retentions. The Team ensure that all our customers always receive outstanding customer service.

Purpose of the job

The role is responsible for delivering a consistent exceptional experience to our customers. This includes post order onboarding, installation and go-live support, first line technical support, fault and failure management, billing and account queries along with customer retention.

Key Accountability & Responsibilities

- Always provide outstanding customers with an exceptional World Class experience
- Answering incoming queries through various channels, including but not limited to telephone, email, web enquiries, online chat and social media
- Managing both reactive and proactive customer queries, raising and managing cases, ensuring that all customer and department KPI's/SLA's are fully achieved
- Ownership of customer case workload, using incident management methodology
- Ownership of customer communications regarding incidents and cases, ensuring that customers are kept informed of progress and timescales for resolution
- Administering escalation processes to ensure cases are dealt with appropriately by the correct part of the business
- To ensure resolution of customer queries are tracked and managed through to customer satisfaction
- First point of contact and ownership for customer complaints
- Provide a first contact resolution to customer queries
- Ensuring that all department and company processes are adhered to and that systems and tools are used effectively
- Working with other areas of the business to ensure that the customer experience is at the forefront of everything that we do

Knowledge & Skills

- Proven experience in the delivery of high-quality customer service and incident management
- A disciplined approach to problem solving
- Ability to handle difficult customers and be resilient throughout
- Technically competent in various software programmes, including MS Word, Excel, SharePoint. Ideally some Salesforce experience would be beneficial.
- Ideally, some industry experience or technical knowledge of broadband related services. Basic knowledge and understanding of home networking, would be an advantage
- Outstanding verbal and written communication skills with demonstrated ability to liaise and deal with people at all levels, both internal and external to the business
- Excellent negotiation skills and conflict resolution skills
- Highly organised with the ability to manage a fluid workload which requires frequent prioritisation

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand