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| **Title :** | Contact Centre Administrator |
| **Employment Type:** | Perm/Full Time |
| **Department :** | Contact Centre |
| **Location** | Glasgow |
| **Date**  | 10.12.21 |
| **Closing date** | 05.01.22 |
| **Salary** | Up to £22,000 (dependant on experience) |
| **Recruiter** | Charlene McSherry, please send covering letter and CV to Charlene.mcsherry@scottishfriendly.co.uk |

At Scottish Friendly we want to attract the best talent to help us achieve our vision: **to be a leading UK mutual insurer through innovation, efficient customer services and responsible capital management**. Scottish Friendly is one of the most progressive mutual life insurance offices in the UK with over 150 years’ worth of history in the financial services market. Based in Glasgow, Scottish Friendly is a dynamic and rapidly expanding financial services group dedicated to the efficient provision of a wide range of financial products and services. We employ circa 220 staff and we are growing.

As a friendly society, we don’t have any shareholders, so all profits are used for the benefit of the customers. Our people are enthusiastic and passionate about saving and investing.

If you’re inspired to join us, and have the necessary qualities, then this could be the opportunity you’ve been looking for.

**The Role**

With the customers at the heart of everything we do, this role is receiving inbound customer calls and emails. You will support with any query as well as updating customer accounts and investigating in more detail, looking to resolve queries and provide the most comfortable friendly experience for our customers.

* Engage with customers via telephone
* Listen to customer requirements and present appropriate solutions
* Respond to customer by telephone and email
* Work with other SF teams to ensure delivery of key development tasks, being a source of knowledge for the department
* Ensure the highest standard of customer service at all times
* Using computer systems to check and update records
* Assist in producing internal and external reports
* Relationship building by maintaining exceptional customer service standards
* To accurately record all information necessary to resolve reported service requests, incidents and complaints, including full and complete log notes
* To take action to keep up to date with changes and share information within the team
* To monitor action and escalate incidents as appropriate to achieve agreed service levels and to keep customers informed of status and progress of resolution.
* To succeed in this role, you will have the ability to build a personal rapport with customers and have excellent communication skills. You will be able to work independently, be self-motivated and have excellent attention to detail.

**Candidate Specification**

* Strong customer service skills
* IT literacy is essential as well as previous telephone customer service experience.
* A logical thinker with initiative and ability to problem solve
* Strong interpersonal and communication skills and ability to interact with all levels within the organisation
* Desire to learn, willingness to take on completely new tasks and work through to implementation
* Good knowledge of Life/Pensions products desirable

We are an equal opportunities employer, we believe diversity brings benefits for our customers, our business and our people. We welcome applications from all individuals.