

CUSTOMER SERVICE ADVISOR

Job Title: Customer Service Advisor

Salary: To be confirmed – dependent upon experience

The role involves providing a meet and greet, reception and FM help desk service as well as supporting all back office functions and providing administration support to the operations team and Property Manager. The role includes supporting open days, intake days and departures as well as assisting day to day visitors, students and external contacts.

The ideal candidate will be able to provide a cheerful reception service to all students and visitors and will ensure that the highest level of customer service is maintained as well as acting as a role model for excellent service delivery.

You will be required to deal with enquiries from customers and visitors to the property, providing appropriate advice and information through email, website enquiries, via the telephone and in person. You will provide a professional helpdesk and telephone service, answering calls promptly and helpfully.

To be successful in this role, ideal candidates are required to have excellent IT skills along with superb customer care, communication and interpersonal skills. You should be able to understand and respond to the needs of the students and as this is a busy and varied role you will be required to be highly organised at all times. The successful candidate will be an excellent problem solver and will be responsible for responding to and resolving any complaints. Previous experience in a customer service role is essential.

The closing date for this vacancy is the 26th May 2018, should you be interested in applying for any of these positions, please send your CV and a covering letter to **Leeanne.ruane@wearehomesforstudents.com**