

# Customer Services Administrator

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## Looking for an exciting and rewarding career?

Team Idol is looking for a Customer Services Administrator to join their team, based at our office in Penrith and reporting to the Customer Services Manager.

Theidol.com is an award winning, rapidly growing tech company based on the edge of the Lake District National Park in Cumbria. It's the ideal setting to get out, enjoy a walk, be inspired, and conceive our next innovative product or solution. We've been leading online innovation since 1999 and specialise in creating cutting-edge web applications and solutions for customers and businesses of all sizes.

We are part of the Legal & General group and partner with household brands such as GoCompare and ComparetheMarket. We pride ourselves on innovation and early adoption of new technologies and working practices.

## Overview

We are looking for an individual to join our Customer Services team. This role will involve processing protection products including life insurance, travel insurance, group life insurance, annuities, and pet insurance.

## Responsibilities

Customer Service Administrators are accountable for effective, efficient and productive engagement with customers and Product Providers across all products under their remit. Protecting customer data and ensuring customers receive good outcomes are paramount to the role and our business to ensure that we always do what enables our customers to pursue their financial objectives. Specific duties include:

- Answering all emails to the customer services mailbox.
- Updating customers when notified of a change by our Product Providers within our service level standard.
- Proactively engaging in outbound customer contact to follow-up on online activity.
- Answering telephone enquiries understanding that all calls are recorded and monitored. You must have a 90% pass rate.
- Opening and distributing post.
- Add the one liner about good outcomes



# Person specification

## ***Knowledge, experience and qualifications***

- Previous experience in retail or office-based customer service is highly advantageous.
- Ability to use MS Office products proficiently and learn new systems.
- Good communication and computer skills.
- An appreciation of a need to work within service standards.

## ***Behaviours***

- Very engaging telephone manner, listening carefully and showing empathy when required.
- Clear and concise spoken and written skills in English.
- Managing own time effectively and working together with colleagues to ensure all work is covered and managed efficiently to meet out strict service standards.
- Flexible and adaptable, capable of changing direction where required and showing flexibility to meet new demands and products.
- Demonstrating self-driven learning (although training will be provided where needed).
- Thrives on change and new challenges.

## **General**

- This is a full-time Monday to Friday role working an average of 37.5 hours per week.
- The role is based in our offices in Penrith Business Park, Gilwilly Industrial Estate.
- Salary from £22,500 depending on experience, 25 days holiday plus public holidays, plus performance rated bonus, enhanced pension, and generous private medical, family, sickness, and insurance benefits, and share schemes.

## **Over to you**

If you have a genuine enthusiasm for working with customers within a technology-driven service environment, you may be just what we're looking for!

**Apply on our website, [www.theidol.com](http://www.theidol.com) or email [iwanttowork@theidol.com](mailto:iwanttowork@theidol.com)**