

Customer Experience Specialist

Job Description

A rapidly growing international dental manufacturing business is actively seeking an experienced Customer Experience Specialist to join their Head Office site in Newton le Willows.

Your new role

This is a Full Time position of 37.5 hours per week, working 0430 - 1230 Monday to Friday. Weekend work will be required on a rota basis. Our contact centre opening hours are between 08:30 am and 00:30 am this allows us to support all our customers both in the UK and USA.

Working within the Customer Experience team, daily duties and responsibilities will include:

- Provide an end-to-end excellent customer experience whilst resolving customer questions via phone (inbound & outbound), email, social media platforms, messaging, and web chat
- Provide a professional and value-based approach when dealing with customers and colleagues.
- Identify and provide a solution based on the customer's personal needs whilst also promoting our products and services.
- Manage customer complaints from start to end whilst providing appropriate resolutions within set time frames.
- Take full ownership of customer accounts and follow up to ensure an excellent end-to-end customer experience.
- Support customers with their orders/sales through various platforms and generate/process sales where applicable.
- Communicate clearly with customers, colleagues and other stakeholders to ensure a seamless customer journey and fulfilment of both customer and business needs.
- Go the extra mile to engage our customer and offer the BEST customer experience in the country.
- Contribute to the Operational Excellence culture and build relationships based on trust, support, transparency and respect.
- Carry out all duties with honesty and integrity, utilise expertise whilst always striving to add value, do the right thing and work together with colleagues across the business.
- Perform in accordance with KPI's set and performance/behaviour standards.
- Review, monitor and manage company social media platforms which include (but not limited to) Facebook, Twitter, Instagram, Trustpilot, BBB and other relevant platforms.

Skills and competencies:

- Excellent IT skills.
- Excellent customer service along with a pleasant telephone manner.
- Ability to deal with complaints/challenging customers in a calm and professional manner
- Friendly approach and willingness to work as part of a team.
- Ability to establish rapport with customers and colleagues.
- Problem-solving skills
- Strong listening, oral and written communication skills.
- Hard working, enthusiastic and reliable.
- Excellent administrative and organisational skills
- Accuracy and attention to detail
- Sales oriented
- Excellent Interpersonal Skills

Desirable experience in:

- Social media
- Live Chat
- Sales

What you'll need to succeed

This role requires someone with an outgoing personality, an exceptional telephone manner and strong customer service skills. Outstanding organisation and communication skills are also critical.

Benefits

Company contributory pension scheme, holiday allowance, shift allowance.

Salary: tbc

Job Type: Full-time