

Wanted: support adviser (123-reg)

We're the UK's largest web host and we're looking for a bright, enthusiastic support adviser to work the 123-reg brand from our spanking-new offices near Heathrow.

You'll be working as part of our support team, one of the key points of contact for customers.

Core functions of the role:

- To be the first point of contact for all verbal and written customer contact
- Ensure product technical knowledge is maintained
- To manage the understanding, processing and resolution of customer requests using all available/appropriate tools to ensure delivery of world class customer service
- To actively liaise with customers to ensure that they are kept updated of their issue, providing both verbal and written responses where required, whilst ensuring documentation of any investigation
- To utilise customer service techniques to discourage downgrades and cancellations
- To work productively whilst maintaining exceptional call/data quality standards, inline with individual targets
- To be aware of and to make all efforts to achieve both individual and team targets
- To inspire customers and colleagues with a positive "can do" approach
- Participate in training and team meetings
- Adhere to all company policies and procedures and to perform other duties commensurate with the post

Desired skills and qualifications

- Basic PC skills
- Educated to GCSE standard or equivalent
- Knowledge of hosting and domains

Desired experience

- Customer service in a contact centre environment
- Objection handling experience

You should be able to communicate effectively (verbal and written) with customers and colleagues, be an active listener, have a flexible attitude (to be able to meet the requirements of the business), have an eye for attention to detail, the desire to enthuse and delight our customers, have business awareness and most importantly be a team player and customer service champion.

We'll provide full training and support, and you'll be able to learn from experienced staff.

We pay a good salary and offer plenty of benefits, like private healthcare, company pension, life assurance and 25 days holiday per year (plus statutory holidays).

To apply:

If you're interested in this job, please email your CV and a covering letter to vacancies@webfusion.com (we are an internet company, after all).

Don't forget to tell us which role you're applying for. Please include a covering letter and curriculum vitae, plus your current and expected salary.