

# CAREERS AT CERTSURE

Job Title:	Customer Service Advisor (12 months FTC)
Location:	Hybrid, Warick House
Salary:	Competitive plus excellent benefits
Hours:	Full time
Contract:	12 months, Fixed-term contract
Closing Date:	01/04/2024

## About the role

As a Customer Service Advisor at Certsure, your role is pivotal in ensuring exceptional service for our customers.

You'll handle inquiries professionally and effectively, responding to incoming telephone calls and inquiries according to established procedures and standards. Your goal? To resolve general inquiries in a single call whenever possible. When needed, you'll forward relevant information to internal departments to address specific change requests or inquiries.

But it's not just about handling calls. You'll actively engage with our customers, seeking feedback and ratings to drive continuous business improvements. Proactively reaching out to registered customers ensures we're supporting their business needs and identifying potential issues. And when feedback comes in through electronic surveys, you'll react promptly.

Performance matters. You'll deliver on team and individual Key Performance Indicators (KPIs). When sensitive or urgent matters arise, you'll escalate them to the appropriate internal department or Team Leader. And as you handle inquiries, you'll add detailed notes to customers' application and registration electronic files.

Emails? You've got those covered too. Responding appropriately to messages received within the general customer service email inbox—whether using standard text or forwarding them to the relevant internal team—is part of your daily routine.

You'll ensure effective and accurate responses within appropriate timeframes, maintaining a positive customer experience.

Staying informed is essential. Proactively keeping up to date with relevant information ensures you can advise and respond effectively to all customers.

You'll provide support and cover to administration team colleagues and other internal departments as needed. Collating and distributing marketing literature—like those handy Pocket Guides—helps keep our customers informed.

And of course, compliance matters. You'll adhere to the Data Protection Act (GDPR) while handling customer data.

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Lastly, flexibility is key. When other general team and administrative tasks arise, you'll tackle them as directed by the Manager or Team Leader.

Join our team and contribute to Certsure's commitment to excellence!

## What we're looking for

### Essential

- Ability and commitment to follow Certsure's Behaviours for Success.
- Ability to work collaboratively across all areas of the business.
- Takes ownership and personal responsibility for own learning and development.
- Good general standard of education to GCSE or equivalent level (or demonstrable and verifiable relevant work experience).
- Excellent customer service skills and telephone manner – can recognise customers' needs and strives to provide the best level of customer service.
- PC literate with demonstrable experience of Microsoft Office applications and strong keyboard skills.
- Excellent communication skills – both written and verbal.
- Able to prioritise workload and meet deadlines.
- Strong administrative and interpersonal skills.
- Able to work independently or as part of a team.
- Honesty and integrity, with the ability to deal with sensitive and confidential information.
- Good understanding of data protection regulations.

### Desirable

- Previous experience of working within customer service environment.
- Formal Customer Service Training.

If you'd like to find out more about the benefits we provide for our direct employees, just click on this link <https://niceic.com/about-us/careers>

## About us

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.

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Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really “get” our customers – we are always on the lookout for talented people to join our team.

We aspire to have a diverse and inclusive workplace, and as an equal opportunities’ employer, Certsure is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

Websites: [www.certsure.com](http://www.certsure.com) or [www.niceic.com](http://www.niceic.com)

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

## How to apply

If you think this is the job for you, then we’d be delighted to hear from you!

Please send your CV and a covering letter to [vacancies@certsure.com](mailto:vacancies@certsure.com).

We’re unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don’t hear from us, unfortunately this means you’ve been unsuccessful on this occasion.