

CAREERS AT CERTSURE

Job Title:	Customer Service Administrator
Location:	Certsure operate hybrid working to support a positive work-life balance. Our customer support function is based in Houghton Regis, we have a hybrid model which is flexible on days, with two days from home and three days in the office.
Salary:	circa £21,840 plus excellent benefits
Hours:	Full time 35 hours a week. This is working a 7 hour day between 8am - 5.30pm, with a one hour unpaid lunch break
Contract:	Permanent
Vacancy Number:	024/007-13
Closing Date:	28 th February 2024

About the role...

We have exciting opportunities for Customer Service Administrators to join our Organisation.

Our Customer Service team, provide a professional service for all our Schemes. This is a customer-focused role which requires taking a proactive approach, both by phone and email to manage various customer in line with business strategy. All our interactions need to focus on the needs of the customer and our business rules and problem solving to find the best way to resolve in the moment and communicating the options and recommendations clearly with customers.

You will be dealing with potentially sensitive and private data/information, and liaise with clients and internal staff members to resolve sometimes complex and technical enquiries, delivering a professional service to all our customers at all times.

In this role, the successful candidate would be required to work from Warwick House in Houghton Regis, 3 days a week, and the rest of the week can be worked from home. You'll be provided with the necessary IT equipment to support remote working. During your induction programme and whilst in probation there will be a requirement to work in the office on a full time basis. This is to support your training, integration into you team and to enable you to work with your team learning alongside them.

About the company...

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.

What you'll be doing...

- Ensure that all activities and interactions with clients/customers meet the requirements of the Quality Manual where applicable
- Manage customer communication in all forms, phone primarily and email
- Plan own workload to ensure priority tasks are completed to agreed deadlines and objectives
- Liaise with key personnel in the future development of all schemes and improving processes concerning documentation, practices, implementation, Operation and services offered
- Input and validate a range of data various scheme's databases
- Respond effectively to client queries and requirements by agreed procedures and help colleagues
- Contact clients to agreed ways of working and timescales via the scheme's operating database system
- Pro-actively resolve all enquiries and highlight any potential process delays with customers
- Provide support and cover across teams and different disciplines based on business need
- Provide support to other internal departments as appropriate and agreed by Line Management
- Comply with the requirements of the Health and Safety policy
- Undertake any other general team and administrative tasks as directed by the Administration Manager/Team Leader when the need arises (which may include training/induction, photocopying, typing, filing, distribution of correspondence etc)
- Undertake any other duties as appropriate within their competence as required from time to time

What we're looking for...

Essential

- Ability to work collaboratively across all areas of the business.
- Takes ownership of customer queries and curious about how we can help them and their business
- Own your personal development and always seek ways to improve and grow.
- Inbound and Outbound call handling experience

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- Attention to detail
- Excellent written correspondence skills
- Highly motivated with excellent administrative and organizational skills
- Broad experience with Microsoft office packages and accurate keyboard skills
- Excellent communication skills and ability to build relationships with people at all levels within and outside the organization
- PC literate and strong keyboard skills
- Excellent customer service skills
- Ability to work as part of a team or on own initiative
- Willingness & ability to learn new tasks
- Pro-active and tenacious approach

Desirable

- Experience of working in a customer service environment
- Minimum 5 GCSEs or equivalent qualification (or demonstrable & verifiable relevant work experience)

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/>

Find out more about us...

Websites: www.certsure.com or 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.

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.