

JOB DESCRIPTION

Job Title: Welcome Team Exec (Customer Service)

Job role:

Ensure excellent customer service and contribute to business success by providing a friendly and efficient onboarding process for our clients - over the phone and by email. Working from our offices in Richmond, Surrey and remotely (at home, if desired), this is a full-time, permanent position.

About Compass CE Ltd

Compass provides employee engagement, employment and payroll services to recruitment agencies. Our clients include some of the top performing and most exciting recruiters in the UK. Compass is young and fast growing small business run by a team with substantial experience in the recruitment, technology and payroll sectors.

Duties:

- Prioritise and process inbound customer registration requests from emails and via phone.
- Make outbound calls, following call scripts closely and record registration details accurately.
- Use MS Office and web apps to record and update customer details.
- Liaise with recruitment agency consultant clients
- Maintain thorough and accurate customer service records
- Learn how to use database systems and technology to deliver great customer care

Skills and Qualifications:

- **Minimum of two years full-time Customer Service experience.**
- Friendly, patient, able to work in a fast-paced environment, able to work as a team
- Attentive to detail, able to work on deadline, able to prioritise customer registrations
- Problem-solver, listening skills,
- Accurate record-keeping, high standard of written skills, excellent phone manner.
- Previous payroll, or temp recruitment agency experience an advantage.

Training: full training will be provided, as required.

Place of work: Richmond, Surrey TW9.

Days: Full-time, Monday to Friday. Compass has a flexible working location policy in that staff work three or four days our office and one or two days working from home (if desired).

Hours: 9am to 5.30pm

Salary: c. £23,000 pa (dependent on experience)

Start date: No later than 1st July.

Compass is an equal opportunities employer.

TO APPLY FOR THIS POSITION IT IS ESSENTIAL TO COMPLETE THE QUESTIONNAIRE