



<https://citycalling.com/jobsearch/customer-service-executive/>

Customer Service Executive

Description

Our client, a specialist third party payment provider, seeks an enthusiastic and driven Customer Service Executive to join a growing team in Harrow. Must have previous customer service experience and be available immediately.

Responsibilities

- Registering and inducting candidates over the phone
- Dealing with customer service queries
- Data entry
- Meeting call targets for incoming and outgoing calls
- Answering phone calls from contractors and agencies
- Dealing with payroll enquiries
- Printing off end of year statements
- Compiling and sending off registration packs
- Processing contracts
- Using Merit payroll software to load data and check payroll data
- Using Salesforce to record calls and queries
- Support other members of the team with any other adhoc duties

Qualifications

Key Measures & Expected Results:

- Busy and varied workload, candidate must ensure that they can multitask and complete all tasks
- Calls to be answered in a polite and prompt manner
- Successful candidate must be able to remain calm under pressure

Essential Requirements:

- Experienced in Umbrella or CIS payroll
- Customer Service/ Administrator Experience
- Great telephone manner, must have a clear speaking voice
- Good attention to detail and ability to hit the ground running
- At least one year experience in Customer Service/Compliance Administrator

Desirable Requirements:

- Knowledge of Umbrella/CIS payroll
- Educated to at least A Level
- Experienced with Salesforce
- Exceptional customer service background

Contacts

hello@citycalling.com

Employment Type

Full Time

Beginning of employment

ASAP

Duration of employment

3 Months

Industry

Payroll

Job Location

London

Working Hours

8am-5pm

Base Salary

£ 20,000 - £ 21,000

Date posted

25th March 2019

Valid through

22 April 2019