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| **Position** |   | Customer Services Agent - Operations  |
| **Reporting to** |   | Customer Services Manager  |
| **Salary** |   | £18,000 - £20,000 per annum basic (DOE) plus Weekend hours paid at 1.5 x hourly rate, plus benefits |
| **Location** |   | Central Reading |
| **Hours** |   | Full-Time – 37.5 hours a weekMon-Fri 08:00 – 20:00 (7.5 hour rota shift pattern)Saturday 09:00 – 17:00Sunday 10:00 – 16:00 |

# **The Company:**

Universal Transaction Processing provides a range of market leading credit and debit card payment solutions to small and medium sized businesses within the UK.

# **The Role:**

Reporting into the Customer Services Manager and working as part of the Operations department’s Customer Services function.

When customers enquire about their account, customer service agents are who they will initially speak to, and as such are the face of the company. It is important for a customer service agent to ensure that all existing merchants have the best experience possible by providing advice, resolving technical queries via remote diagnosis, taking our customers through a step-by-step process when reviewing financial queries, dealing with complaints, and overall ensuring that our customer needs are fully understood and met, guiding them towards the most appropriate resolution for their needs.

Dynamically communicating with customers, sales agents and external colleagues on a daily basis is key to ensure prompt resolution. This is a fast-paced customer services position, and requires an individual with previous telephone experience who can demonstrate they have strong communication skills; the role suits a candidate who thrives working under pressure.

**Duties & Responsibilities:**

* Rapidly develop a thorough understanding of the payments industry and the market sector we operate within, together with a thorough understanding of the services we have on offer;
* Quickly progress knowledge of our core products;
* Develop an understanding of terminal functionality, and common faults;
* Remotely diagnosing terminal faults;
* Identifying processing and funding issues;
* Assisting with the installation of new terminals safeguarding an excellent initial customer experience;
* Quickly develop an understanding on the account termination and retentions processes;
* Effectively handling complaints ensuring swift turnaround;
* Negotiating terms with customers;
* Dealing with queries about payments and settlements;
* Appropriately communicate with customers from a range of trade classes;
* Take end to end ownership of all allocated tasks;
* Closely follow internal retentions procedures and liaise with the sales force where necessary;
* Make sure all customer correspondence is sent out in a timely manner;
* Provide frequent updates to customers, sales agents and management alike;
* Show empathy towards our customers, whilst protecting the sales agents interests;

**The successful candidate will be able to demonstrate the following skills & experience:**

* A proven track record within customer services over the phone;
* Excellent verbal and written skills;
* Educated to A Level or equivalent qualification level;
* A clear communicator, and controlled call handling skills are essential;
* Exceptional organisational skills;
* A resilient nature with an ability to be polite but persuasive with clients where necessary;
* Experience in negotiation is highly preferable;
* High energy with the ability to multi-task and prioritise as appropriate;
* Confident decision making skills;
* Being technically minded is preferred but not required;
* Good IT skills using Microsoft Office (Word, Excel and Outlook) together with the confidence to effectively use other in-house databases as required;
* Self-motivation with a positive approach to targets, whilst supporting the department manager to ensure department KPI’s are adhered to;
* Living within a reasonable commute of Reading.

Due to the nature of our business al l prospective employment offers will be subject to a satisfactory disclosure from the Criminal Records Bureau in accordance with the Rehabilitation of Offenders Act 1974 and the Police Act 1997.

## **Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to partici pate in this process and we would aim to reach Agreement on any changes.